

Maureen



New York State
Office of Temporary and Disability Assistance
40 North Pearl Street – Albany, NY 12243-0001

George E. Pataki
Governor

Robert Doar
Commissioner

October 4, 2004

Dear Commissioner _____:

In order to insure that individuals have appropriate access to the OTDA programs, and to determine the various methods that districts employ to provide access, we have developed the enclosed Americans with Disabilities Act/Limited English Proficiency (ADA/LEP) self-evaluation review form.

Please ask the appropriate staff person to complete the self-evaluation form and return it, and any existing local information, procedures, and reports as identified on the self-evaluation to:

Ms. Maureen Kennedy-Ragule
Central Team Leader
Division of Temporary Assistance
New York State Office of Temporary and Disability Assistance
40 North Pearl Street
11th Floor
Albany, NY 12243

Division of Temporary Assistance (DTA) staff will review the returned materials and, in the event they identify a potential deficiency, will work with your staff to address the matter. I ask that you return the completed form by November 23, 2004.

If you or your staff have any questions about this matter, please contact Dottie Mullooly at (518) 474-5396 (or dottie.mullooly@dfa.state.ny.us) or Tom Homovich at (518) 474-6501 (or tom.homovich@dfa.state.ny.us).

Thank you for your cooperation and your interest in this very important matter.

Sincerely,

Russell Sykes
Deputy Commissioner

Enclosure

AMERICANS WITH DISABILITIES ACT (ADA)/LIMITED ENGLISH PROFICIENCY (LEP)
Self-Evaluation Form

District MONROE Form completed by: Guy Valone Phone #: (585) 274-6253

Access – ADA

1. Do you have an ADA contact person within DSS who is responsible for social services program access and for the taking and resolution of complaints from applicants/recipients (A/Rs)?

X Yes _____ No

2. If yes to #1, who is your ADA contact? Peg Pepe-O'Brien, MONROE CO. ADA MEMBER

Please provide the ADA contact's telephone # 585-428-5305

3. a. Has your district done a self-evaluation of program access by A/Rs with disabilities?

Yes _____ (Please attach a copy of the report) No X

- b. Were deficiencies found in the self-evaluation?

Yes _____ (go to c.) No _____ (Go to #4)

- c. Were corrective actions taken?

Yes _____ (Please attach copy of the corrective action plan) No _____

4. Do you have a written procedure for handling complaints from applicants/recipients who claim to have been denied access to social services programs due to a disability?

Yes X (Please attach copy) No _____

5. Do you provide applicants/recipients (A/Rs) for social services programs with information about the ADA's prohibitions against discrimination?

Yes X (Please attach copy) No _____

6. Reasonable accommodation means an adaptation or alteration that gives an A/R with disabilities meaningful access to social services programs. Do you have written reasonable accommodation procedures?

Yes X (Please attach copy) No _____

7. Do you have a procedure to insure that the A/R who is offered reasonable accommodation, but refuses, understands the consequences of that refusal?

Yes X (Please attach copy) No _____

Access – General Disabilities

1. a. Are your facilities accessible to, and usable by, individuals with disabilities?

Yes X No _____

- b. Are your parking areas and sidewalks accessible to, and usable by, individuals with disabilities?

Yes X No _____

- c. Is the entrance wheelchair accessible? Yes X No _____
- d. Are bathrooms and drinking fountains wheelchair accessible?
- Yes X No _____
- e. If the client area is above or below the 1st floor, are there elevators?
- Yes X No _____ 1st floor only _____
- f. If No to e., are services available at alternate accessible sites? Yes _____ No _____
2. In social services districts with more than one district office, are all district offices accessible according to #1. a – e above.
- X Yes _____ No (go to #3)
3. When one or more district office is not handicap accessible, is reasonable accommodation offered?
- _____ Yes (attach copy of reasonable accommodation plan, or specify) _____
- _____ No
4. Do you have procedures for determining when home visits will be provided for A/Rs who are physically or mentally unable to travel to the office/center?
- X Yes (go to #6) _____ No (go to #5)
5. If No to #4, what alternate accommodations are provided? _____
6. Are the home visit or alternate accommodations procedures in writing?
- _____ Yes (please attach a copy – go to #7) X No (go to #7)
7. How is the district's policy regarding home visits or alternate accommodations conveyed to A/Rs?
- If/when a HV is necessary, it is communicated verbally.
- (Go to #8)
8. How is the district's policy regarding home visits or alternate accommodations conveyed to the appropriate LDSS staff? verbal communication

Access – Visually/sight Impaired

1. a. Are there signs in Braille for the visually/sight impaired?
- | | | |
|-----------|-------------|----------------------------|
| Yes _____ | No <u>X</u> | Men's and Women's rooms |
| Yes _____ | No <u>X</u> | Room Numbers |
| Yes _____ | No <u>X</u> | Exits |
| Yes _____ | No <u>X</u> | Permanent Rooms and Spaces |
| Yes _____ | No <u>X</u> | Elevators |
- b. If NO to any of the above, how does the visually impaired person find a necessary location?
- Assisted by Human Services waiting room and/or
- CASEWORKER/EXAMINER staff
2. Do you have procedures in place for A/Rs who, due to visual impairment, are unable to read the application, information booklets, notices, etc.?
- Yes X (Please provide copy) No _____

Access – Mental Impairment

1. Do you have procedures in place to assist a mentally impaired A/R?

Yes ____ (Please provide copy) No X *No written procedures*

Access – Hearing Impaired

1. Do you have procedures in place to assist hearing impaired A/Rs?

Yes X (Please provide copy) No ____ *MONROE COUNTY HANON SERVICES HAS CONTRACTED SERVICES*

2. Is a sign-language interpreter provided? Yes X No ____ *to provide sign interpreters for any/all A/R.*

3. Does the office/agency have TTY/TTD equipment or New York Relay Services available?

Yes X (Type of Service: TTY) No ____

Access – Limited English Proficiency

1. Do you have procedures to assist limited or non-English speaking A/Rs?

Yes X (Please provide copy) No ____ *MONROE COUNTY HAS CONTRACTED SERVICES AVAILABLE FOR NON-English speaking A/R.*

2. Are the following available in other than English language?

Signs Yes X No ____

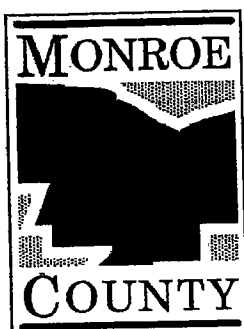
Posters Yes X No ____

Pamphlets Yes X No ____

Other client handouts: Yes ____ (Describe: _____) No ____

3. a. Is the "Language Poster" displayed in the waiting area? Yes X No ____

b. Are the Language palm cards used? Yes ____ No X



**DEPARTMENT OF SOCIAL SERVICES
MEMORANDUM**

**Jack Doyle
County Executive**

**Richard Schauseil
Director**

TO: Distribution

FROM: Guy G. Valone, Staff Development Coordinator

DATE: June 10, 2002

SUBJECT: Braille Services and other "Reasonable Accommodations" for Customers with Vision Impairments

Title II of the **Americans with Disabilities Act (ADA)** requires every state and local government, such as Monroe County, to ensure that its communications with individuals with disabilities are as effective as communications with others. In order to provide equal access to communication, the County is required to make available appropriate auxiliary aids and services where necessary to ensure such effective communication. This pertains to customers who are applying for, receiving benefits of, or participating in any and all County programs, services and activities.

I have attached some guidelines and protocols that specifically address accommodations for individuals with vision impairments. It is extremely important you share this information with all your staff in order to facilitate effective communication for individuals with vision impairments.

You may direct any questions regarding this matter to either **Peg Pepe-O'Brien, ADA Manager @ 428-5305 or me @ 274-6253.**

Attachments

Distribution:

All DSS Supervisors and Administrators

R. Schauseil

D. Larter

D. Vacanti

C. Deinhardt

J. Marino

J. Rosati

Personnel

P. Pepe-O'Brien

J. McCauley

Staff Development

D. Coviello

Braille Services and other "Reasonable Accommodations" for Customers with Vision Impairments

For customers with vision impairments, providing them with information in alternative formats as well as making other reasonable accommodations, are addressed below. **Please ensure that this information is passed on to all staff members.** This will help to avoid the possibility of a customer being denied a request for information in braille, large print or audiotape, as appropriate. It will also help to avoid the possibility of a customer not being informed that they may request these alternative formats.

In addition to alternative formats for information, other reasonable accommodations for customers with vision impairments may include but not be limited to:

- Reading written materials aloud to them;
- Providing assistance with filling in applications and other forms;

Please note that it is **not acceptable** for a staff person to ask a customer to find someone else (family member, friend, etc.) to perform these accommodations for them.

Also important is providing written materials in braille or other format (as not all people who are blind read braille) must be done promptly, but it is likely to involve some delay. If the material or notice is to be mailed to the customer, and if it is **time sensitive**, it will be important for the staff person to **place a telephone call** to the customer in the interim, in a timely manner, to inform the customer of the essential information. This will avoid the customer missing an appointment, having benefits cut off, or other negative consequences while the materials are en route to them. Immediate steps should be taken to **identify all current customers or applicants who are blind or who have low vision.** These customers should be contacted to offer and identify the appropriate alternative formats that they need, if this has not already been done. Documentation notes should be made to the file of each customer regarding all efforts in this regard.

Braille Services

The following is provided in response to requests for information on how to provide County customers with brailled information. **This is important to enable County staff to fulfill the ADA requirement of providing information in alternate formats for those who require it.** Large print may work better for those who have low vision, and audio tape may be best for large documents, or for those who do not read braille. **It is important to discuss with your customer what will work best for him or her.**

******It is the obligation of the County employee to initiate an offer of these accommodations to customers who may need them.** And it is important to make a note to the file that the offer was made, what accommodations were chosen and provided, as well as if accommodations were refused by the customer.****

The **National Braille Association** is the place to call for braille services.

- Material can be faxed, mailed or dropped off. It should already be typed up. In some cases it may just be written up.

Braille Services (continued)

- Short jobs like a page or two can be turned around the same day or by the next day.
- One page of typing usually results in 2-3 pages of braille.
- Charge is \$.45 per brailled page, however there is a \$5.00 minimum.
- They can do large jobs as well, such as books, and will bind them
- If you think you will be asking them to reproduce the same information with minor changes at another time, they can put it on disk and save it for future use.
- **Sheila DiPrima** is the person in charge - that's who to ask for.
Phone number is 427-8260 and FAX number is 427-0263.
- They are located just off Brighton-Henrietta Townline Road, on **3 Town Line Circle, Rochester, New York 14623**, which is across from BJ's.

Department of Human Resources

Monroe County, New York

Maggie Brooks
County Executive

Brayton M. Connard
Director

POLICY PROHIBITING DISCRIMINATION ON THE BASIS OF DISABILITY

Notice to our Customers, Employees, Contractors, Vendors,
and Applicants for any of the above

Monroe County does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services or activities. Monroe County does not discriminate on the basis of disability in its hiring or in any of its employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990.

Questions, concerns, complaints or requests for additional information regarding the ADA may be directed to Monroe County's designated ADA Compliance Coordinator:

Peg Pepe-O'Brien, ADA Manager
(585) 428-5305 (Voice/NY Relay)

E-mail: ppepeobr@monroecounty.gov

(E-mail within County Government/Lotus Notes: Peg Pepe-O'Brien)

Address:

County Office Building Room 210
39 West Main Street
Rochester, NY 14614

***Customers and clients** who need auxiliary aids or staff assistance for **effective communication** in order to apply for or participate in programs and services of Monroe County are invited to make their needs and preferences known to their primary contact person in the department that provides the program or service. They may make known their need for **other disability-related accommodations** necessary to apply for or participate in any Monroe County program service or activity. They may also attach such notice to the front of any application.

***Applicants for employment** may request accommodations in the manner described on the Monroe County Employment Application.

***New and current employees** in need of a disability related reasonable accommodation to enable them to perform their job functions and/or remain on the job must make known their needs to their immediate supervisor or other appropriate designated individual.

This notice is available in large print, on audio tape, and in Braille, from the ADA Compliance Coordinator.

210 County Office Building • 39 West Main Street • Rochester, New York 14614
(585) 428-5550 • fax: (585) 428-3328 • TTY: (585) 428-5491 • www.monroecounty.gov

MONROE COUNTY POLICY PROHIBITING DISCRIMINATION and GRIEVANCE PROCEDURE

Notice to our Employees, Customers, Clients and Contractors

Consistent with Federal and NY State laws Monroe County Government prohibits discrimination in employment, program activities, procurement and contracting against any person due to such person's age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, sex, or national origin.

Grievance Procedure

This grievance procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of age, marital status, disability, genetic predisposition or carrier status, race, color, creed, sexual orientation, sex or national origin. It may also be used by anyone wishing to file a complaint alleging sexual harassment based on sex or on sexual orientation.

1. The complainant should contact **Monroe County Division of Affirmative Action** as soon as possible. This initial contact may be made **by phone or by submitting a written complaint** to the Division. The complainant should provide his or her name, address (work and home), phone numbers, and a description of the problem including the location and date(s) of incidents. This information and/or questions regarding the complaint process should be directed to:

James R. McCauley, Manager of Employment Services and Affirmative Action
(585) 428-3314
County Office Building Room 210
39 West Main Street, Rochester NY 14614

Disability related complaints or requests for information should be directed to the Americans with Disabilities Act compliance coordinator:

Peg Pepe-O'Brien, ADA Manager
(585) 428-5305
County Office Building Room 210
39 West Main Street, Rochester NY 14614

2. The Division will review the allegations, interview the complainant and, if warranted, will pursue either intervention measures and/or a formal fact finding process. In most cases, the process is completed and a finding or findings are rendered within 60 days
3. All complaints are handled as confidentially as possible.
4. Any individual who either files a complaint or who participates in the investigation or resolution process is protected by law against retaliation.
5. In the event that the complainant disagrees with the findings, he or she may submit a written appeal to the Director of Human Resources. This appeal must be submitted in writing and within ten (10) days of being notified of the findings. A response to the appeal will be provided to the complainant within thirty (30) days after the Director receives the request for the appeal.

This notice is available in large print, on audio tape, and in Braille, from the ADA Manager, upon request.

TYPES OF SERVICES AVAILABLE FOR FOREIGN LANGUAGE INTERPRETION and TRANSLATION

Interpretation is the oral transmittal of information of a message from one language into another language.

Translation is the transmittal of written text from one language into another language.

ORAL INTERPRETATION

- Telephonic Language Interpretation on demand (face-to-face with client using a speaker phone, pass phone back and forth, or client is calling from another location)
- Telephonic Three-way Language Interpretation on demand (face-to-face with client using a phone w/2 handsets)
- Face-to-Face Live interpreter at your location by appointment
- Simultaneous Interpreting (conference interpreting)

DOCUMENT TRANSLATION

- Unformatted, word processed documents or e-mails
- Formatted to look like the original document
- Multi-lingual desktop publishing or printing
- Transmit in a variety of formats (PDF, HTML, JPEG, text etc.)
- For brochures, manuals, forms, websites, etc.
- On-Line Automated Translation Services
- Translation Software

**INTERPRETING VENDORS
USED IN 2004 BY
MONROE COUNTY DEPARTMENTS**

DEPARTMENT	VENDOR NAME	PO/CONTRACT AMOUNT	RATE PER HOUR BASE FOREIGN
PUBLIC HEALTH STD/HIV/IB	Sign Language Connection, Inc.	Contract	\$68
	Language Line Services, Inc.	PO	\$165/min
MCH Division	M.E. Services Communications, Inc.	Contract	\$45
	Employees		\$0 Spanish
Administration	Language Line Services, Inc.	PO as needed	
	M.E. Services Communications, Inc.	Contract	\$45
MONROE COMMUNITY HOSPITAL	Sign Language Connection, Inc.	Contract	\$68
	Employees	Annual Survey	\$0 Spanish, Italian, Russian, German, Yugoslavian
HUMAN RESOURCES	Sign Language Connection, Inc.	Contract	\$68
	M.E. Services Communications, Inc.	Contract	\$40
DHHS	Catholic Family Center (Catholic Charities)	Contract	\$25 Asian & Russian
	FMI Interpreting Services, Inc.	Contract	\$40,000
CHILD SUPPORT SHERIFF	M.E. Services Communications, Inc.	PO as needed	
	Sign Language Connection, Inc.	Contract	\$45
PROBATION LAW	M.E. Services Communications, Inc.	PO as needed	\$45
	Premier Technical Services, Inc.	PO as needed	\$45 Translation

Language Line Services, Inc. 1500 languages, \$165 per minute

Sign Language Connection, Inc. \$68 first hour

\$96 for 1 1/2 to 2 hours

\$48 per hour for more than 2 hours, billed in 1/2 hour increments.

M.E. Services Communications, Inc. Each additional hour, same price as first hour.

10:60 minutes over 1st hour. Billed as a full hour.