

(Rev. 03/05)

**AMERICANS WITH DISABILITIES ACT (ADA)/LIMITED ENGLISH PROFICIENCY
(LEP)**

Self-Evaluation Form

District ONTARIO

Form completed by: Andrea McGraw, Head SWE Phone #: 585-396-4075
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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)?

Yes No (*)

2. If yes to #1, who is your ADA contact? Robert Kramer

Please provide the ADA contact's telephone # 585-396-4182

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 (*)

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 (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 (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 (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 (Please attach copy) No (*)

Access – General Disabilities

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

Yes No

1. a. Are there signs in Braille for the visually/sight impaired?

Yes ___ No Men's and Women's rooms

Yes ___ No Room Numbers

Yes ___ No Exits

Yes ___ No Permanent Rooms and Spaces

Yes No ___ Elevators

b. If NO to any of the above, how does the visually impaired person find a necessary location?

With assistance from clerical 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 (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 _____ (*)

Access – Hearing Impaired

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

Yes (Please provide copy) No _____ (*)

2. Is a sign-language interpreter provided?

Yes No _____ (*)

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

Yes (Type of Service: NY Relay Services) No _____

Access – Limited English Proficiency

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

Yes (Please provide copy) No _____ (*)

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

Signs Yes No _____

Posters Yes No _____

Pamphlets Yes No _____

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

3. a. Is the "Interpreter Services Poster" (PUB-4842) displayed in the waiting area?

Yes No _____ (*)

b. Is the recommended 6/04 version of the "Interpreter Services Desk Guide" (PUB-4843) and/or the optional language palm cards used? Yes No _____

(*) Answers with (*) will require a corrective action plan to be submitted within sixty days of the date that this form is due to the returned to the Division of Employment and Transitional Supports (DETS).

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

Yes No

c. Is the entrance wheelchair accessible?

Yes No

d. Are bathrooms and drinking fountains wheelchair accessible?

Yes No

e. Are areas such as the photo ID/finger imaging areas wheelchair accessible?

Yes No

f. If No to e., are alternate accessible sites available?

Yes No

g. If the client area is above or below the 1st floor, are there elevators?

Yes No 1st floor only

h. If No to g., 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.

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?

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) No (*) (go to #7)

7. How is the district's policy regarding home visits or alternate accommodations conveyed to A/Rs?

Shared by request _____

(Go to #8)

8. How is the district's policy regarding home visits or alternate accommodations conveyed to the appropriate LDSS staff?

Written procedure, training in staff meetings _____

Access – Visually/sight Impaired

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ADA COMPLAINT PROCEDURE FOR TA/FS/HEAP

When a person applies for or receives TA, FS, or HEAP and complains that they are denied access to Ontario County Department of Social Services programs due to disabilities, the local DSS staff person must request the person filing the complaint to put it in writing. If the person does not put it in writing they also have the right to verbalize it to a staff person. The person at DSS must immediately report the complaint to the Head Social Welfare Examiner, who will then forward the complaint to the ADA contact person. The Head Social Welfare Examiner will look into the reason a person has been denied access to a social services program and make every effort to assure that every person has the right to apply for any of the programs.

PROCEDURE FOR HOME VISITS

When a person contacts this agency and requests a home visit, the receptionist contacts a supervisor. The supervisor assigns a SWE to set up an appointment with the person in their home. The visit is then completed at the person's home or place convenient to them.

Access to Temporary Assistance and Food Stamps Programs For persons with Disabilities

If an individual wishes to apply for assistance but identifies as not being able to complete application, the Services Unit is contacted and assists applicant in completing application. This can include reading application, completing application and accessing translation services. Specific accommodation requests are evaluated and met as they are made on a case-by-case basis. These accommodations continue as needed throughout the application process and while the client remains active. The specific accommodation needed should be noted in file.

If an individual refuses these services, client is informed of the consequences of the refusal. A referral to the Services Unit can be made for caseworker intervention, as appropriate. If the individual is involved with other agencies, it should be investigated if the agency can and should be contacted.

A sign language interpreter can be accessed for persons who are hearing impaired. This is something that will need to be set up in advance and should not negatively impact the processing time frames and benefit amounts of clients.

Access to Temporary Assistance and Food Stamps Programs For Persons with Limited English Proficiency

Individuals who have limited English proficiency may provide their own interpreters. If available, Agency contracted interpreters may be utilized. The Agency also contracts with a telephone interpreter service, which should be utilized if the other options are not available.