



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  
11<sup>th</sup> 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](mailto:dottie.mullooly@dfa.state.ny.us)) or Tom Homovich at (518) 474-6501 (or [tom.homovich@dfa.state.ny.us](mailto: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 Westchester \_\_\_\_\_ Form completed by: Peter Garcia \_\_\_\_\_  
Phone #914-995-5566 \_\_\_\_\_

**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? Peter Garcia

Please provide the ADA contact's telephone # 914-995-5566  
\_\_\_\_\_

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  Meeting with the Director of Westchester's Office for the Disabled and each district office lead manager conducted a self-evaluation of their facilities.

- b. Were deficiencies found in the self-evaluation?  
Yes  (go to c.) No  (Go to #4) Missing Braille signs.

- c. Were corrective actions taken?

Yes  (Please attach copy of the corrective action plan) No  Requested that our Department of Public Works order and install signs at each facility.

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  Westchester DSS Web Site

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  Adult Protective Services in each office is called to assess individual. This is standard practice.

**Access – General Disabilities**

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

Yes  No

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

Yes  No

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c. Is the entrance wheelchair accessible? Yes  No

d. Are bathrooms and drinking fountains wheelchair accessible?

Yes  No

e. If the client area is above or below the 1<sup>st</sup> floor, are there elevators?

Yes  No  1<sup>st</sup> 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.

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?  
 Via web site, rights and responsibility booklets, community outreach worker and all staff are instructed in policy if an applicant makes an inquiry.

\_\_\_\_\_. (Go to #8)

8. How is the district's policy regarding home visits or alternate accommodations conveyed to the appropriate LDSS staff? Written memorandum, training, and supervisory review.

\_\_\_\_\_

#### Access – Visually/sight Impaired

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

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Men's and Women's rooms
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Room Numbers
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Exits
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Permanent Rooms and Spaces
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Elevators

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

Reception staff and screeners available in each office. \_\_\_\_\_

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 \_\_\_\_\_ Screening staff are available in each office to assist with the completion of the application.

Braille signs for each office are being ordered.

### Access – Mental Impairment

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

Yes  (Please provide copy) No \_\_\_\_\_ Adult Protective services if required . Each office also has either an onsite Community Mental Health Office or one within close proximity, which can help, assess the customer's needs.

### 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:  TTY and New York relay Service is available. \_\_\_\_\_) 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:  Applications \_\_\_\_\_) No \_\_\_\_\_

3. a. Is the "Language Poster" displayed in the waiting area? Yes  No \_\_\_\_\_

b. Are the Language palm cards used? Yes \_\_\_\_\_ No  Have requested that State OTDA get us examples and form number so that we can order and distribute to our offices.

**TO:** All DSS Staff

**FROM:** Peter Garcia  
Supervisor, Office of Temporary Financial Services

**RE:** **Americans with Disabilities Act**

**DATE:** April 13, 2005

The purpose of this memo is to remind staff of our Department's obligation to comply with Title II of the Americans with Disability Act. The law prohibits discrimination based on disability with respect to programs or activities conducted or funded by a government agency.

A disability is defined as a physical or mental impairment that substantially limits one or more major life activities. A person is considered disabled if the person has such a physical or mental impairment, has a record of such impairment, or is regarded as having such impairment. Disability covers a wide range of conditions and includes mobility, vision, hearing, or speech impairments, learning disabilities, chronic health conditions, emotional illness, AIDS, HIV positive and a history of alcoholism or prior substance abuse.

While all DSS buildings currently comply with ADA accessibility requirements, it is important that staff understand that all efforts must be made to assist customers requesting reasonable accommodations. This may include requests for home interviews, telephone interviews (if appropriate), assistance with the completion of an application, and any other request for accommodations.

The Americans with Disability Act requires that a "responsible employer" be identified as the coordinator of ADA compliance activities and be available to answer questions about the law. Westchester County's designated "responsible employer" is Evan Latainer, Director of the Office for the Disabled, who may be reached at (914) 995-2957. Customers who wish to file a formal ADA complaint should be directed to contact me at (914) 995-5566. The Office of Temporary Financial Services will be responsible for assisting customers with complaints of ADA non-compliance. Every reasonable effort should be made to resolve the customers' complaints before a formal complaint is filed.

If there are any questions concerning our department's ADA policy, please contact me.

## What's New Details

### **Americans with Disabilities Act**

The Westchester County Department of Social Services is committed to maintaining a barrier free environment so that individuals with disabilities can fully access programs and services. Each of our offices will make every effort to accommodate individuals with special needs.

The Westchester County Office for the Disabled is the County's designated ADA coordinator.

The office can be reached at (914) 995-2957.

To file a formal ADA complaint with the Westchester County Department of Social Services, please call (914) 995-5566.

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Andrew J. Spano  
County Executive

Department of Social Services

Kevin P. Mahon  
Commissioner

DEPARTMENTAL INFORMATIONAL MEMORANDUM NO. 1248

ATTENTION: ~~All Non-Services Staff~~

APPROVED: *Andrew J. Spano* DATE: March 23, 2005

SUBJECT: **Interpreter Services Poster (Pub-4842)**  
**Interpreter Services Desk Guide (Pub-4843)**

EFFECTIVE: **Immediately**

INQUIRIES TO: **Paul Surovich**  
**Office of Temporary Financial Services**  
**112 East Post Road, 5<sup>th</sup> floor**  
**White Plains, NY 10601**  
**Telephone: 995-6055 E-mail: PSS9**

**I. Purpose**

The purpose of this release is two fold:

1. To notify district office staff that the mandated "Interpreter Services Poster" (PUB-4842) and the recommended local district worker's "Interpreter Services Desk Guide" (PUB-4843) have been updated, reformatted and are available for ordering.
2. To also inform district office staff that the information contained on these documents has been translated into 6 additional languages. The complete list of "Other than English" languages are:  
Albanian, Arabic, Bengali, Bosnian, Chinese, Farsi, French, Haitian Creole, Hindi, Italian, Korean, Polish, Russian, Spanish, Tagalog, Ukrainian, Urdu, Vietnamese, Yiddish and Symbol for Deaf/Hearing Impaired.

**II. Background**

On September 22, 2000, a joint "Local District Commissioner" letter was issued by the Department of Health and the Office of Temporary and Disability Assistance. This letter introduced a mandated "Interpreter Services Poster" and a recommended local district worker's "Interpreter Services Desk Guide". These documents were developed with the purpose of enhancing communication between the workers and clients who had limited English proficiency. It was also felt that these communications tools will expedite the process of engaging interpretation for the client.

**III. Program Implications**

Local social services offices must continue to post the "Interpreter Services Poster" (PUB-4842) in all Temporary Assistance, Medical Assistance and Food Stamp Benefits client areas.

To assure that the most current version of the "Interpreter Services Poster" is posted, local districts must order the 6/04 poster, as soon as possible.

Local social services offices should also order, and make available to their workers in all program areas, the 6/04 version of the "Interpreter Services Desk Guides" (PUB-4843).

**IV. Forms Ordering Information**

- Requests for printed copies of the 6/04 versions of the PUB-4842: "Interpreter Services Poster" and the PUB-4843: "Interpreter Services Desk Guide" should be submitted to: OTDA-876 "Request For Forms or Publications", and should be sent to:

**Robert Overton**  
 112 East Post Road, 6<sup>th</sup> floor  
 White Plains, NY 10601

**V.**

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
95 INF-15		303.1(b)(5); 303.5; 355.1(a)(6) 356.2(a); 351.21(d) 351.26(a)(1)		TASB Chapter 4 Section R Page 20	GIS 99 MA/021



# If you need an interpreter

We provide free interpreter services on request.  
Please go to the reception desk now and we will call someone to interpret for you.



<b>Albanian</b> <b>Shqip</b>	Nese keni nevojë për përkthyes. Ne sigurojmë shërbime përkthimi falas sipas kërkesës. Ju lutem shkonit tek baraku i regjistrimit dhe ne do të thirrësin dikë që të përkthojë për ju.
<b>Arabic</b> عربي	اذا كنت بحاجة إلى مترجم فالتفاهة التي نقدمها لك مجانية. يرجى الذهاب إلى مكتب التسجيل ونحن سوف نطلب شخصاً ليقوم بترجمة لك.
<b>Bengali</b> বাংলা	যদি আপনাকে ভাষাবিনোদ প্রয়োজন হয়, আমরা অর্থহীনভাবে বিনামূলীয়ে ভাষাবিনোদ পরিষেবা দিয়ে থাকি। অফিসে গিয়ে জনসংযোগ বিভাগে গিয়ে এখন আমরা আপনাকে ভাষাবিনোদ কাম কল করা হবে। আমরা সঙ্গে যোগাযোগ করব।
<b>Bosnian</b> <b>Bosanski</b>	Alko vam treba prevodilac. Mi vam o tome besplatno prevodilacke usluge pružamo na zahtjev. Molimo uputite se do recepcije, a mi ćemo pozvati službeni osobu da prevodi za vas.
<b>Chinese</b> 中文	如果您需要翻譯人員，我們將免費為您提供翻譯服務。請前往登記處，我們將為您安排翻譯人員。
<b>Farsi</b> فارسی	اگر شما نیاز به مترجم دارید، ما خدمات مترجمی رایگان را در دسترس شما قرار می‌دهیم. لطفاً به میز پذیرش مراجعه کنید تا ما بتوانیم برای شما مترجمی را فراخوانیم.
<b>French</b> <b>Français</b>	Si vous avez besoin d'un interprète. Nous fournissons des services d'interprète sur demande. Veuillez aller au bureau de réception et nous vous appellerons un interprète.
<b>Haitian Creole</b> <b>Kreyòl</b>	Si yo bezwen yon entèprete. Nou bay sèvis entèprete gratis sou mande. Tanpri ale nan biwo resepsyon an pou nou ka apèl pou moun ki pral entèprete pou ou.
<b>Hindi</b> हिन्दी	यदि आपको भाषांतर की आवश्यकता है, तो हम आपको मुफ्त में भाषांतर सेवाएं प्रदान करेंगे। कृपया ऑफिस में जाकर जनसंपर्क विभाग में जाएं। हम आपको भाषांतर करने के लिए कल करेंगे। हमें साथ में संपर्क करेंगे।
<b>Italian</b> <b>Italiano</b>	Se hai bisogno di un interprete. Offriamo servizi gratuiti di interpretariato su richiesta. Prego andare alla reception desk e attendere l'eventuale interprete.
<b>Korean</b> 한국어	언어 해석이 필요하시면 저희가 무료로 언어 해석 서비스를 제공할 수 있습니다. 요청하신 언어를 말씀해 주시면 감사하겠습니다.
<b>Polish</b> <b>Polski</b>	Jeśli Pan/Pani potrzebuje tłumacza, zapewniamy bezpłatnego tłumacza na życzenie. Prosimy zgłosić się do recepcji i zamówić tłumacza.
<b>Russian</b> <b>Русский</b>	Если вам нужен переводчик, то мы вам предоставляем бесплатные услуги переводчика по запросу. Пожалуйста, обратитесь к персоналу рецепции, и мы сможем вызвать переводчика.
<b>Spanish</b> <b>Español</b>	Si necesitas un intérprete, proporcionamos servicios de interpretación gratis. Por favor, ve al escritorio de recepción y llamaremos al intérprete.
<b>Tagalog</b> <b>Tagalog</b>	Kung kailangan mo ng isaalang-isalang, nagbibigay kami ng libreng seryis ng isaalang-isalang. Kung kailangan mo ng isaalang-isalang, magpunta sa reception desk at maghintay ng isaalang-isalang na magpapalitan sa iyo.
<b>Ukrainian</b> <b>Український</b>	Якщо Вам потрібен перекладач, Ми надаємо безкоштовні послуги перекладачів за запитом. Будь ласка, зверніться до сектору прийому та реєстрації, і ми зможемо викликати перекладача для Вас.
<b>Urdu</b> اردو	اگر آپ کو مترجم کی ضرورت ہے، تو ہم آپ کو مفت میں مترجم کی خدمات فراہم کرتے ہیں۔ براہ کرم رجسٹریشن کے دفتر میں جائیں اور ہم آپ کو مترجم کو بلا سکتے ہیں۔
<b>Vietnamese</b> <b>Tiếng Việt</b>	Kể từ nay trở đi, chúng tôi cung cấp dịch vụ phiên dịch miễn phí cho quý vị yêu cầu. Xin đến phòng tiếp tân ngay và chúng tôi sẽ gọi một người phiên dịch miễn phí cho quý vị.
<b>Yiddish</b> אידיש	אם דיין באדינונג איז אַן אינטערפּרעטירער, ווען איר פּאָרן אַרױס צו אונזערע שולעס, ווען איר פּאָרן אַרױס צו אונזערע שולעס, ווען איר פּאָרן אַרױס צו אונזערע שולעס, ווען איר פּאָרן אַרױס צו אונזערע שולעס.
<b>Deaf / Hearing Impaired</b>	If you need an interpreter. We provide free sign language interpreter services on request. Please go to the reception desk now and we will call someone to interpret for you.

