

Module 2

ADA Coordinator

Training



Lead Presenter

MODULE

2

- Jim de Jong, ADAC
- Former Director of Great Plains ADA Center
- Certified by the DOJ to provide Title II trainings
- Creator of the National ADA Symposium and the ADA Coordinator Training Certification Program



Co-Presenter

- Travis Helmkamp, PE, ADAC, Project Manager at Oates Associates
- 12 years assisting municipalities with self-evaluations and transition plans
- Completed plans for communities from 5,000 to 300,000 residents





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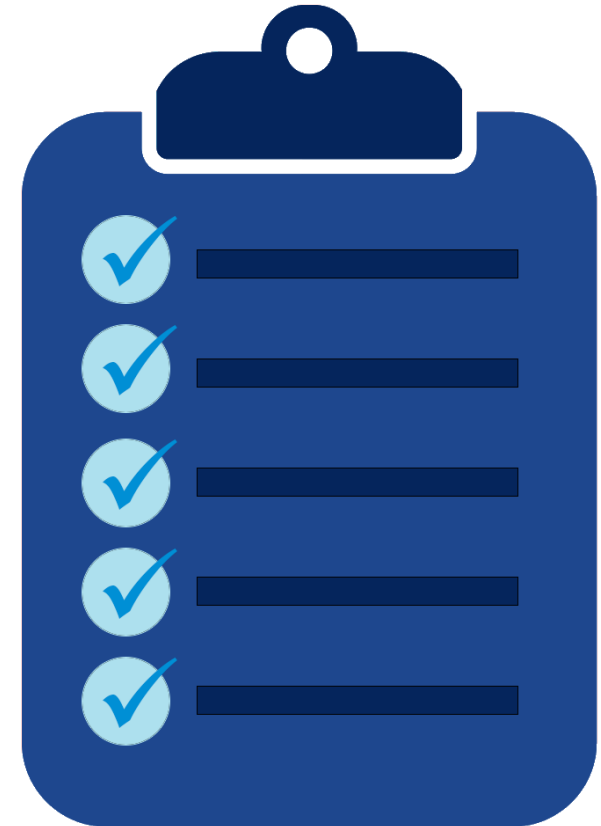


Presentation Goals



Goals for Presentation

- Understanding the obligations of an ADA Coordinator
- What is effective communication?
- The role of an ADA Coordinator
- Fostering relationships with the ADA community
- Developing an internal support system
- Responsibilities for an ADA Coordinator
- Available resources





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Obligations of Title II Entities



Americans with Disabilities Act (ADA)

Titles under the ADA

- Title 1: Employment
- **Title 2: State and Local Government Services**
- Title 3: Businesses that are Open to the Public
- Title 4: Telecommunications
- Title 5: Other Important Requirements

Title II Entities

Obligations under the ADA

- All public entities must:
 - Conduct an ADA self-evaluation (covered in future modules)
 - Provide public notice about the ADA (see Module 1 for template)
- Public entities with 50 or more employees are also required to:
 - **Designate an employee to oversee Title II compliance**
 - Establish a grievance procedure (see Module 1 for template)
 - Develop a transition plan if structural changes are necessary for achieving program accessibility (covered in future modules)

Title II Entities Job Description

- Required by 28 CFR 35.107(a)
- Commonly used title – ADA Coordinator (similar allowed)
- Should be directly employed by municipality
- Existing employee vs. new hire



Title II Entities

Designate an Employee

- Publish and announce through all communication channels the ADA Coordinator's:
 - Name and title
 - Mailing address
 - Phone number
 - Email address
- Maintain ADA Coordinator information on all appropriate documents, announcements, etc.





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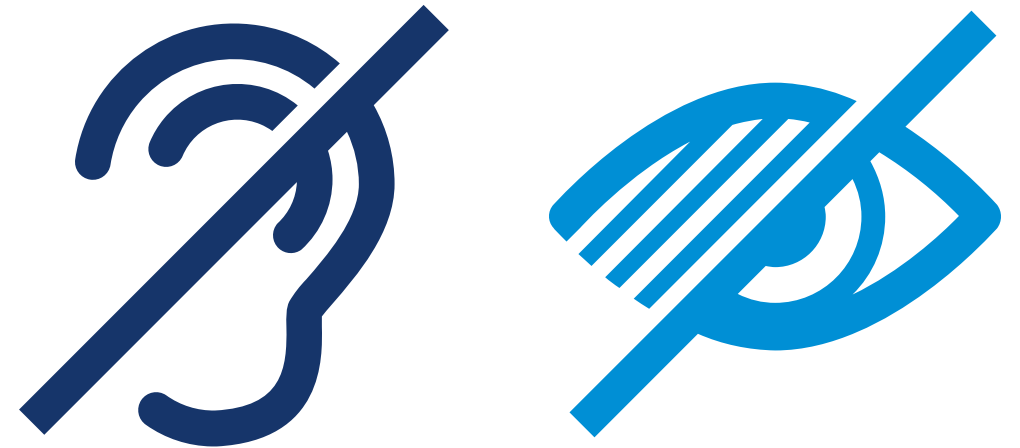
Effective Communication

Communicating with the Disability
Community

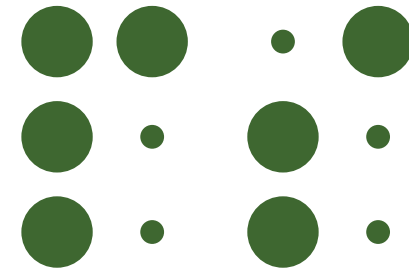


Effective Communication What Does This Mean?

- Meets the needs of the individual
- All communication is unique
- Allows individuals with a disability to hear and concentrate on the issue



**There are no standard for how to
effectively communicate**



Effective Communication Examples

MODULE

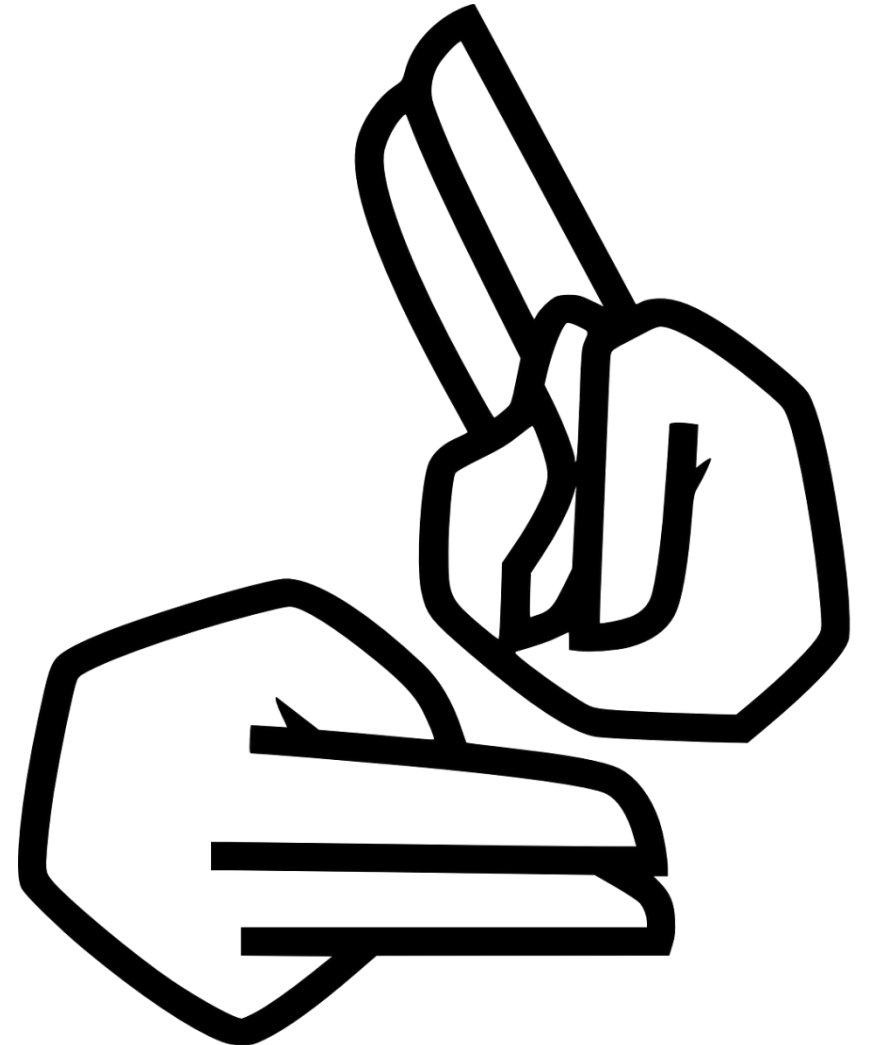
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- Large print
- Braille
- **Flash drives – people can use their own technology**
- Communication Access Realtime Translation (CART)



Effective Communication Examples (Cont)

- Assistive listening devices
- Visual alarms
- Sign language interpreters
- Electronics





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Case Study #1

Community Festival in a City Park



Case Study #1

Event Information

- Large outdoor event located at City Park
- Expected number of attendees – 2,000
- Mayor and guests will be speaking from a stage
- Fixed seating, grass lawn, and standing room
- Adjacent parking lot
- One permanent restroom and drinking fountain available



Case Study #1

Stage & Seating

- Does the stage need to be accessible?
 - Accessible route to stage from seating area
 - Access to microphone
 - Effective communication
- What are the accessible seating requirements?
 - Located on accessible route
 - Spaced throughout seating area
 - Designated seating for ASL



Case Study #1

Parking & Toilets

- How many accessible parking spaces are required?
 - Location
 - How many are required
 - Accessible route
- Do I need accessible portable toilets?
 - Percentage must be accessible
 - On an accessible route



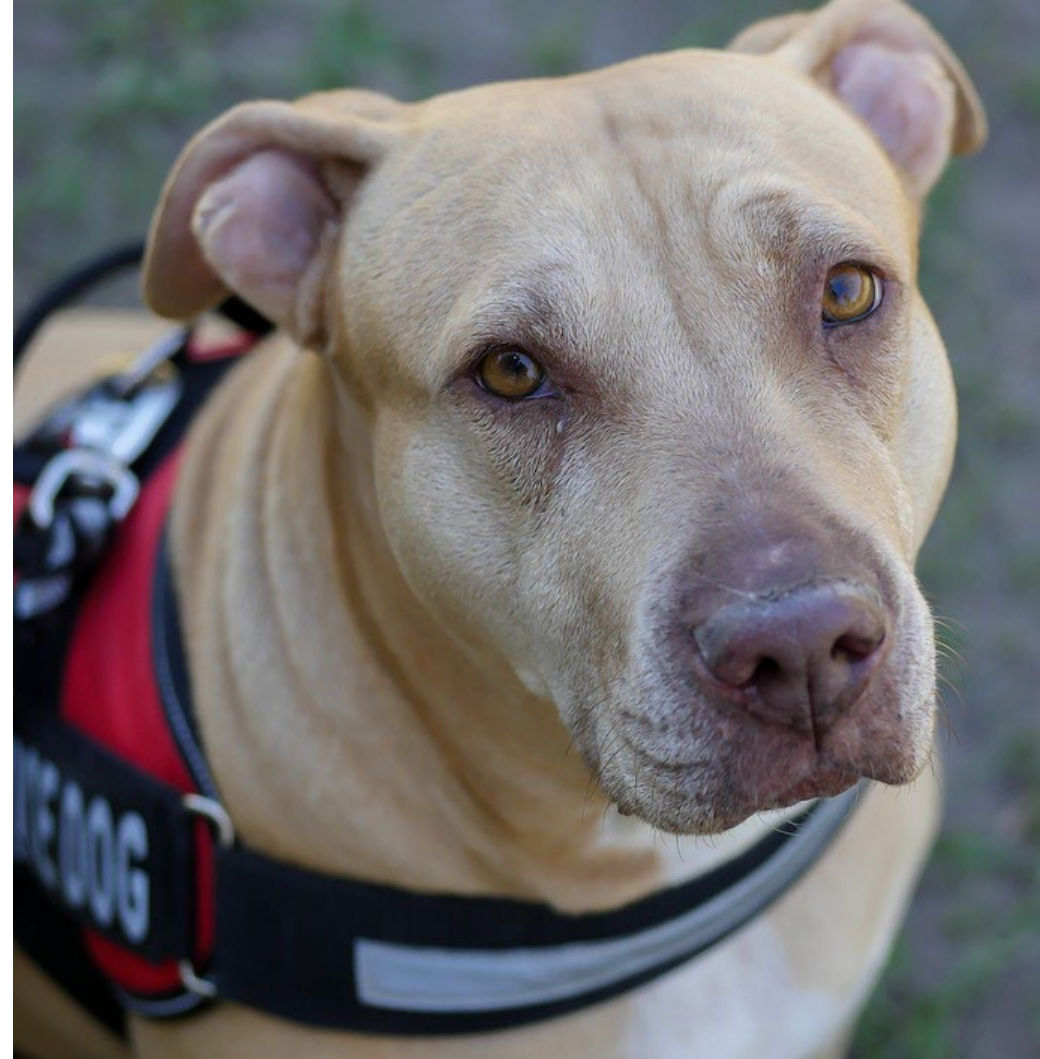
Case Study #1

Service Animals & Drinking Fountains

MODULE

2

- Can animals be banned from the event?
 - Modify policies to accommodate service animals
- What are the requirements for drinking fountains?
 - Provide options to access fresh water



Case Study #1

Responsibility

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- Who is responsible for temporary events?
- This will require coordination across departments
- Great use of Advisory Committee
- Link to guide

[ADA Title II Compliance Guide for Temporary Events](#)





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Case Study #2

Community Meeting



Case Study #2

Event Information

MODULE

2

- The city is hosting a public meeting in the 2nd floor community room for a roadway improvement project
- A public notice was posted on the city's website and invitations were sent to neighboring properties
- The meeting will include a PowerPoint presentation and an opportunity to ask questions



Case Study #2

Access to Meeting Site

- How do you plan for an accessible public meeting?
 - Review space
 - Accessible parking spaces
 - Path of travel to the meeting space
 - Doorways
 - Elevators
 - Security

Case Study #2

Access to Services

- How do you plan for an accessible public meeting?
 - Bathrooms
 - Drinking fountain

Case Study #2

Seating & Participation

- If you are providing seating, has accessible seating been identified?
 - Disperse seating throughout venue
 - Proper signage
- How does a participant ask questions?
 - Location of podium
 - Portable microphones



Case Study #2

Meeting Announcement

- How does someone request an accommodation?
 - Provide contact information in all communication
 - Footer for all city communication
 - **The participant never pays**
- City documents meet accessibility requirements and available in alternate formats
- Great use of Advisory Committee





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Case Study #3

Virtual Meeting



Case Study #3

Event Information

MODULE

2

- Virtual open house for a City's new master plan
- Event information was posted on City's website, social media, and newsletter
- Event includes live Q&A with City leadership

REC John Travis Helmkamp is presenting

ADA SELF EVALUATION AND TRANSITION PLAN
CITY OF ST. LOUIS, MISSOURI
Board of Public Service
Office on the Disabled
Disability Community Outreach Meeting
September 16th, 2020

Cheryl Vancil has started recording

Meeting details

People (34) Chat (1)

+1 415 *** **01
+1 618 *** **44
Andrew Lackey
Angela Banks
Ann Mangelsdorf
Blair Garwitz
Cheryl Vancil
Colleen Starkloff
Danny Sommer
David Newburger
Devin Erikson- DD Resources
Devon Whitmore
emily hillquist davis
Eric Bothe

Case Study #3

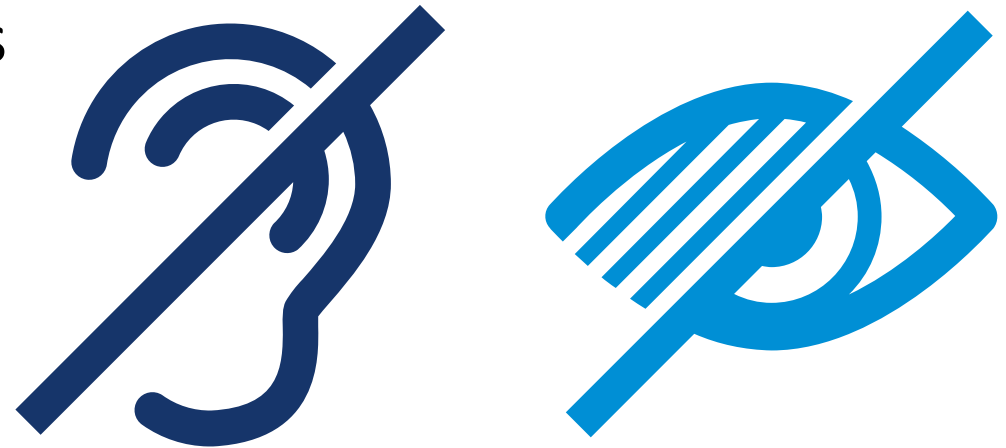
Before the Meeting

- Do you have a Notice to the Public?
- Communicate with the resident to determine effective communication
- Know the accessibility features of your mobile platform
- Coordinate with presenters beforehand
 - Take time at beginning to address accessibility
 - Statement on recording meeting
 - Introduce yourself before speaking

Case Study #3

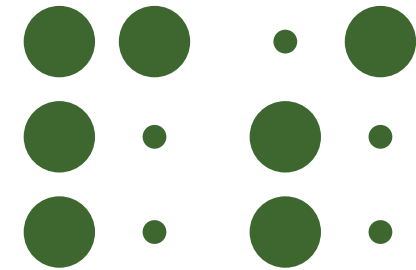
Effective Communication

- Reach out to attendee to coordinate services
 - Not “one size fits all”
- Qualified sign language interpreter
 - [State of Illinois maintains a list](#)



- Who pays?

Patrons are never responsible for paying for services



Case Study #3

During the Meeting

- Identify key person to monitor meeting and chat
- If you have a sign language interpreter identify them and provide information on how they can be viewed
- Repeat questions from the audience
- Talk slowly to allow time for real-time captioning to keep up

Case Study #3

After the Meeting

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- Record virtual meetings and make available to public
- Post slide decks and handouts on website
- Take community feedback after the meeting

Resources from previous training



[ADA and Title II Training Slide Deck](#)

[ADA and Title II Training Handouts](#)

Case Study #3

Challenges of Hybrid Meetings

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- People talking over each other
- Identify individual to monitor the chat
- Microphone for audience questions or presenter repeats every question for the virtual attendees



Case Study #3

Virtual Platform Accessibility Links

- [Accessibility Checklist & Best Practices – American Bar Association](#)
- [Zoom – Accessibility Features](#)
- [Zoom – Closed Captioning](#)
- [Microsoft Teams – Accessibility Features](#)
- [GoToMeetings – Accessibility Features](#)
- [Google Meet – Accessibility Features](#)
- [Google Hangouts – Accessibility Features](#)
- [BlueJeans – Accessibility Features](#)



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Case Study #4

A Citizen Calls With a Question



Case Study #4

Questions from Citizens

- I recently attended a lecture at a religious facility and there was no interpreter present. Can I file an ADA complaint with the City?
- City ordinance requires that I remove snow from the sidewalk in front of my house. Because of my disability I cannot perform this function. What do I do?
- I rented an apartment over the phone and when I spoke to the landlord, he promised me it was ADA accessible. It is not. What do I do?



STOP

REACH OUT FOR HELP

See ADA Coordinator Resources

Questions #1?



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15-Minute Break #1

Example situations to share

Challenges you have faced?



Follow-up Questions



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ADA Advisory Committee



ADA Advisory Committee Benefits

- People with Disabilities need representation
- Shows a commitment to meaningful engagement
- Valuable resource for new ideas and policies

ADA Advisory Committee Concerns

- Meaningful engagement
- New ideas and policies are not brought before the committee
- Staff does not value the opinion of the committee
- Any legal considerations

ADA Advisory Committee Board Composition

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- Number of seats
- Broad representation of Peoples with Disabilities and their organizations
 - Future committee members are in your neighborhood even if you don't know it yet
- Municipal staff



ADA Advisory Committee Duties and Functions

- Define the duties and functions of the committee
- Do other committees already perform these duties and functions?
 - Coordinate with other committees
- What will the committee produce?
- Who do they report to?

ADA Advisory Committee

Make it Official

- Establish as an official committee
 - Each community will be unique
- Establish committee membership criteria
 - Residency requirement?
- Advertise the creation of the committee
- Create a web page
 - If this is consistent with other boards
 - Meeting dates, agendas, minutes
 - Member names

ADA Advisory Committee Common Issues

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- Define a quorum
- Realistic expectations
 - Members personal agendas
 - Authority
 - Staff openness to feedback
- No clear goals and objectives





Internal Coordination

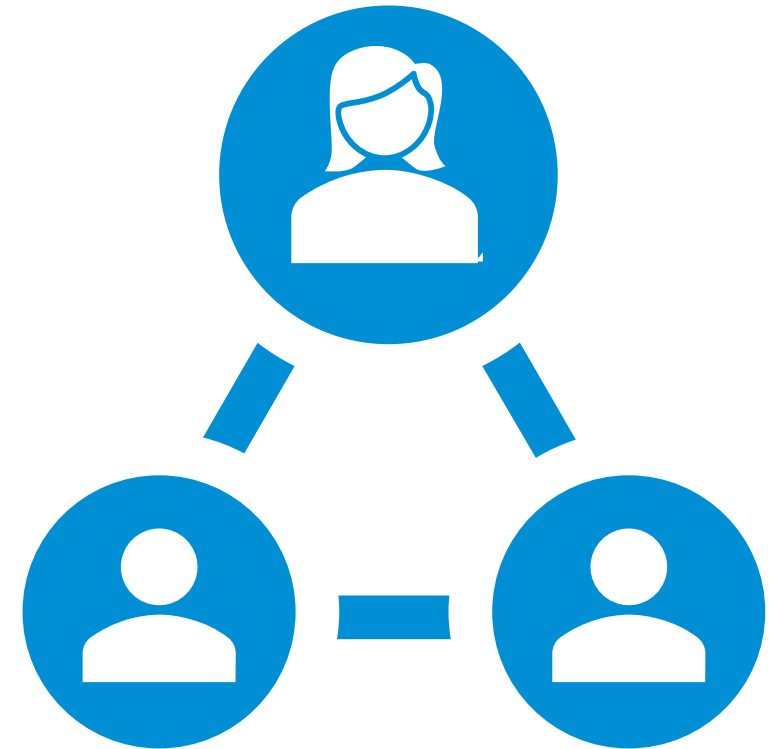
Building Your Internal Team



Internal Coordination

Establish a Hierarchy

- Officially designate an ADA Coordinator
 - Has authority to act
 - Participates in budgeting process
- Introduce the ADA Coordinator to city staff
 - Including an existing employee who has taken on the additional responsibility
- Who is the ADA Coordinator reporting to?
- Empower the ADA Coordinator



Internal Coordination

Developing Liaisons

- Appropriate staff to effectively manage the implementation of the ADA
- Appointed ADA liaison to the ADA Coordinator from every department, commission, etc.
- See Handout #2



Handout #1

Department Liaisons

Contact Information

Department Liaisons Contact Information

Department Liaisons

_____ Department

_____ Contact Person

_____ Contact Number

_____ Contact E-mail

_____ Responsibilities

_____ Department

_____ Contact Person

_____ Contact Number

_____ Contact E-mail

_____ Responsibilities

_____ Department

_____ Contact Person

_____ Contact Number

_____ Contact E-mail

_____ Responsibilities

_____ Department

_____ Contact Person

_____ Contact Number

_____ Contact E-mail

_____ Responsibilities

Internal Coordination Keys to Success

MODULE

2

- **Accommodations are reactive, accessibility is proactive**
- Breakdown silos
- Sell the positives
 - ADA is about being inclusive to all citizens vs. ADA is a federal mandate
- Establish lines of communications
- Aid even if not Standard Operating Procedure
- Patience and persistence





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Grievance Procedure Process



Grievance Procedure

- If you don't have a grievance procedure, this is the first step
- Only required for entities with 50 or more employees
 - Who is an employee?
- Establish and publicize a procedure for addressing complaints
 - Test how easy the grievance procedure is to find
 - Google search
 - Call City Hall
 - Where are the physical copies

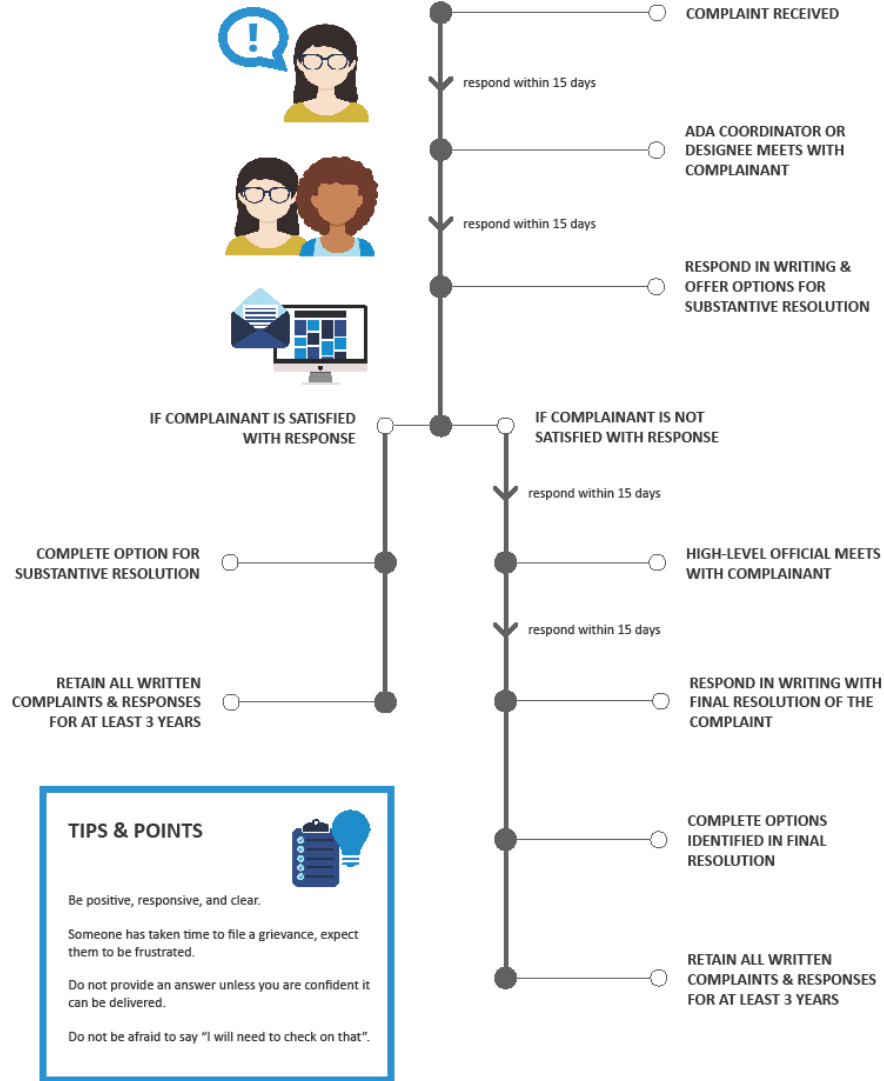
Handout #2

Grievance Procedure

Flow Chart

Grievance Procedure Flow Chart

Grievance Procedure Flowchart



Grievance Procedure – Discussion #1

History of Grievance

- The Zoning Commission hosts a monthly meeting in the council chambers
- The meeting includes a public meeting on a proposed redevelopment
- A deaf individual comes to the meeting for the purpose of providing public comment
- A sign language interpreter is not available, and the resident leaves the meeting without providing comment
- The resident files a grievance with the ADA Coordinator

Grievance Procedure – Discussion #1

Coordinating with a Complainant

MODULE

2

- The complainant choosing to come to the City first is a good thing
- Other options
 - Justice Department
 - Illinois Attorney Generals Office
 - District Court
 - Lawyer
 - **All are acceptable options**



Grievance Procedure – Discussion #1

Follow-up Actions

- Reach out to the complainant to gather information
 - If possible, via phone or in-person meeting
 - E-mails can be commonly misconstrued
- Coordinate with City staff to gather information
 - Education and support

Grievance Procedure – Discussion #1

Follow-up Actions (cont)

- Reach out to the complainant to explain the proposed resolution
 - **Respond in writing**
 - Offer substantive resolutions
 - Follow through on alterations
- RECOMMENDATION – All public meetings should include a footnote of the ADA Notice
 - Revise footnote of all City documents

Grievance Procedure – Discussion #1

Closing out the Grievance

MODULE

2

- Complete any agreed upon improvements
- Provide continuing education for City staff
- Store for a minimum of 3 years



Grievance Procedure – Discussion #2

History of Grievance

MODULE

2

- A resident calls the Department of Public Works to discuss a non-compliant restroom with the community center
- Public Works has a process of cataloging and handling calls as they come in
- Public Works staff notifies you of the complaint.



Grievance Procedure – Discussion #2

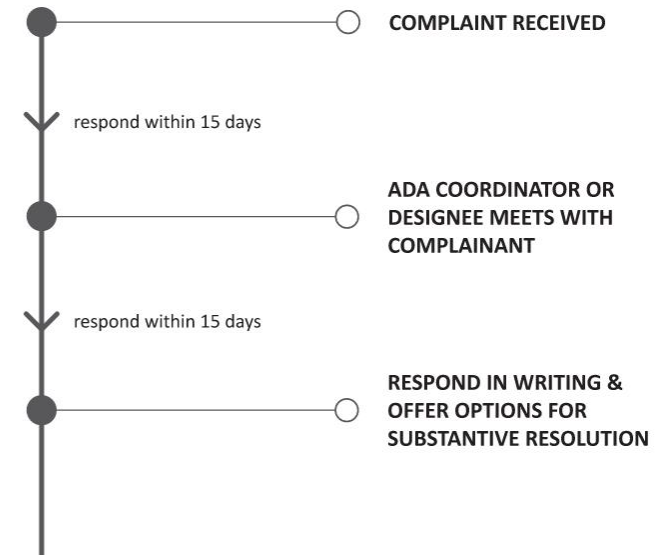
Coordinating with the Complainant

- Is this complaint considered a grievance that requires the grievance procedure be followed?
- Does this complaint need to be addressed by the ADA Coordinator?

Grievance Procedure – Discussion #2

Initial Engagement

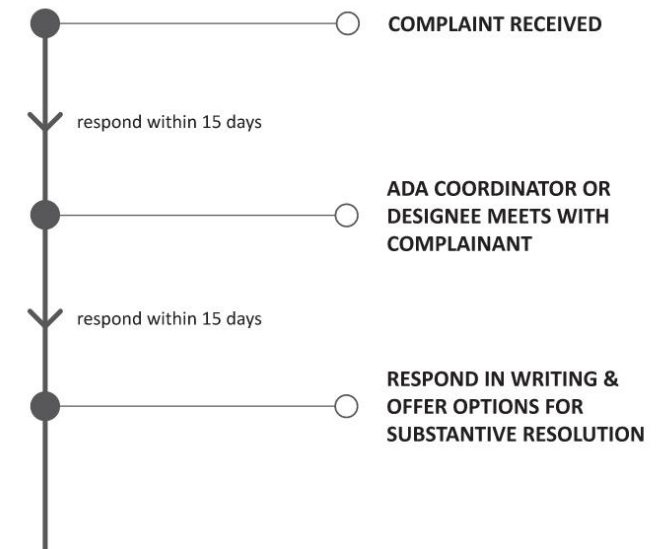
- Who is responsible for reaching out to the complainant?
 - ADA Coordinator or Public Works
 - Based on the community's policy
 - Develop meeting minutes



Grievance Procedure – Discussion #2

Initial Engagement (cont)

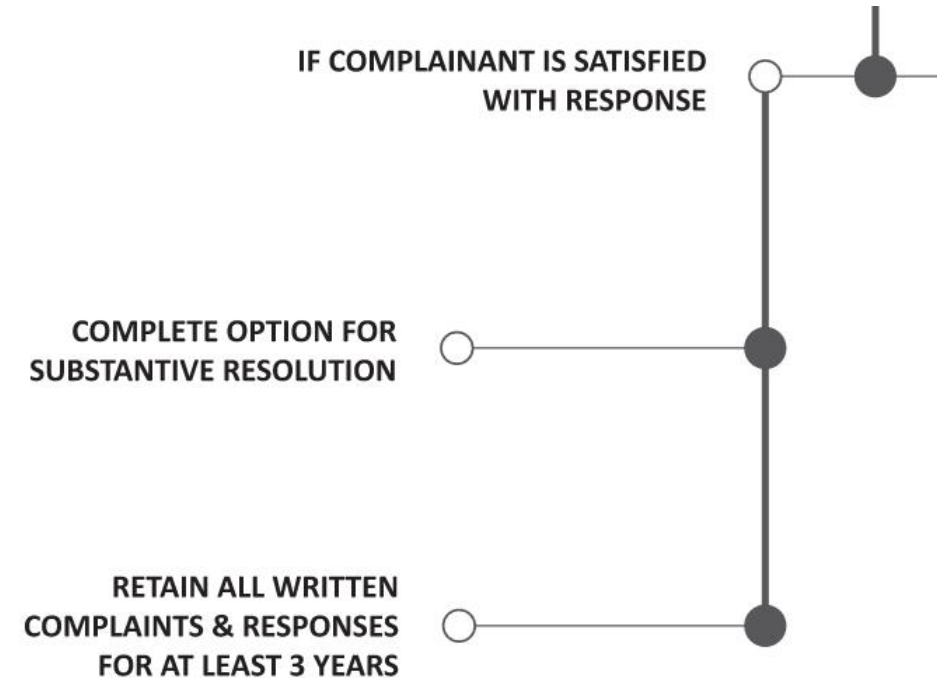
- Who is responsible for responding in writing?
 - ADA Coordinator
 - Can you offer a substantive resolution?
 - How will the resolution be performed?
 - Department of Public Works
 - What is the process for documenting the response?
 - Follow-through



Grievance Procedure – Discussion #2

Complainant is Satisfied

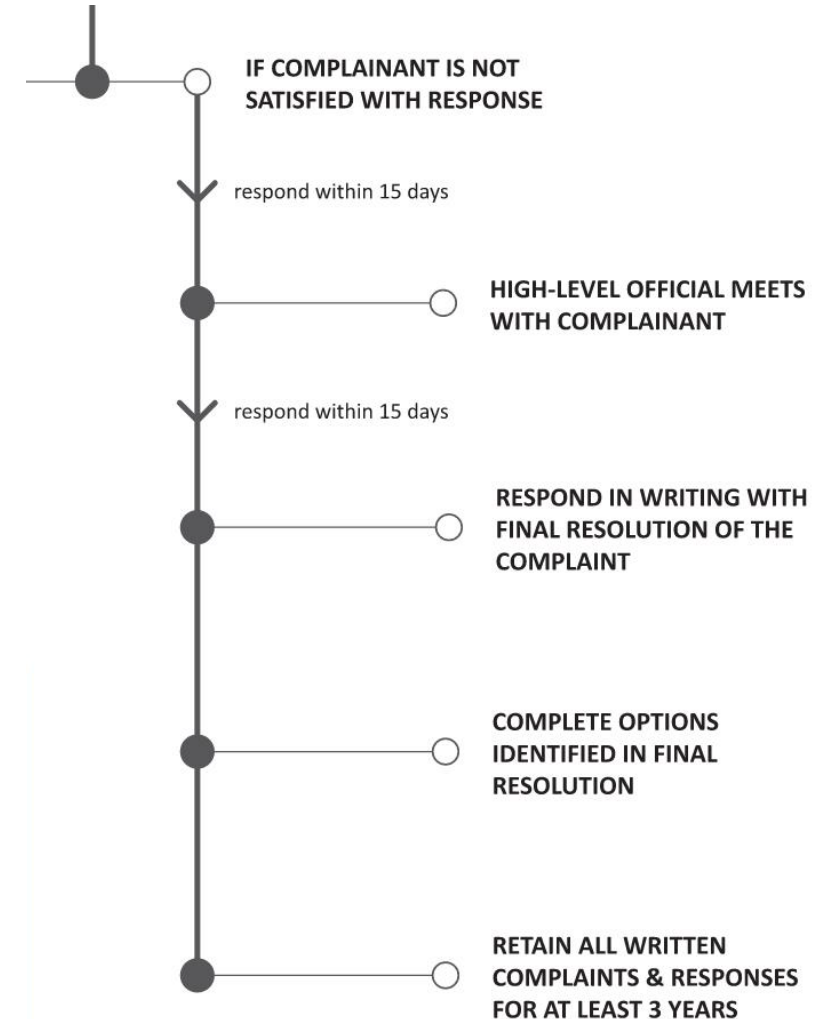
- Complete any agreed upon improvements
- Group together all correspondence
- Store for a minimum of 3 years



Grievance Procedure – Discussion #2

Complainant is Not Satisfied

- High-level official meets with complainant
 - Develop meeting minutes
 - Authority to make decisions
- Respond **in writing** with final resolutions
- Complete any agreed upon improvements
 - What do you do if the complainant cannot be satisfied?
- Store for a minimum of 3 years



Grievance Procedure – Example #3

History of Grievance

- A resident routinely visits Village Hall with their “support dog”
- The dog wanders around Village Hall and generally misbehaves
- City staff informs the resident that their animal is not allowed inside City Hall
- The resident files a grievance with the ADA Coordinator

Grievance Procedure – Example #3

Next Steps

- What are the next steps?
 - Meet with the resident to gather information
 - Meet with City staff to gather information
 - Meet with resident and explain that a support dog is always be the persons' side, never wanders, and seldom barks
- **Document everything**

Grievance Procedure – Example #3

Continuing Education

MODULE

2

- An individual is allowed to remove their animal from the premise and return to complete their business
- Value of an internal ADA committee
 - Maintain communication between departments



Questions #2?



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15-Minute Break #2





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ADA Coordinator

Identifying the Right Candidate



ADA Coordinator

Identifying the Right Candidate - Questions

MODULE

2

- **Has the ability to make decisions**
- Time commitment
- Available to:
 - answer phone calls
 - coordinate with city staff
 - coordinate with the disability community
 - follow-up with the public
- First contact attitude



ADA Coordinator

Identifying the Right Candidate - Traits

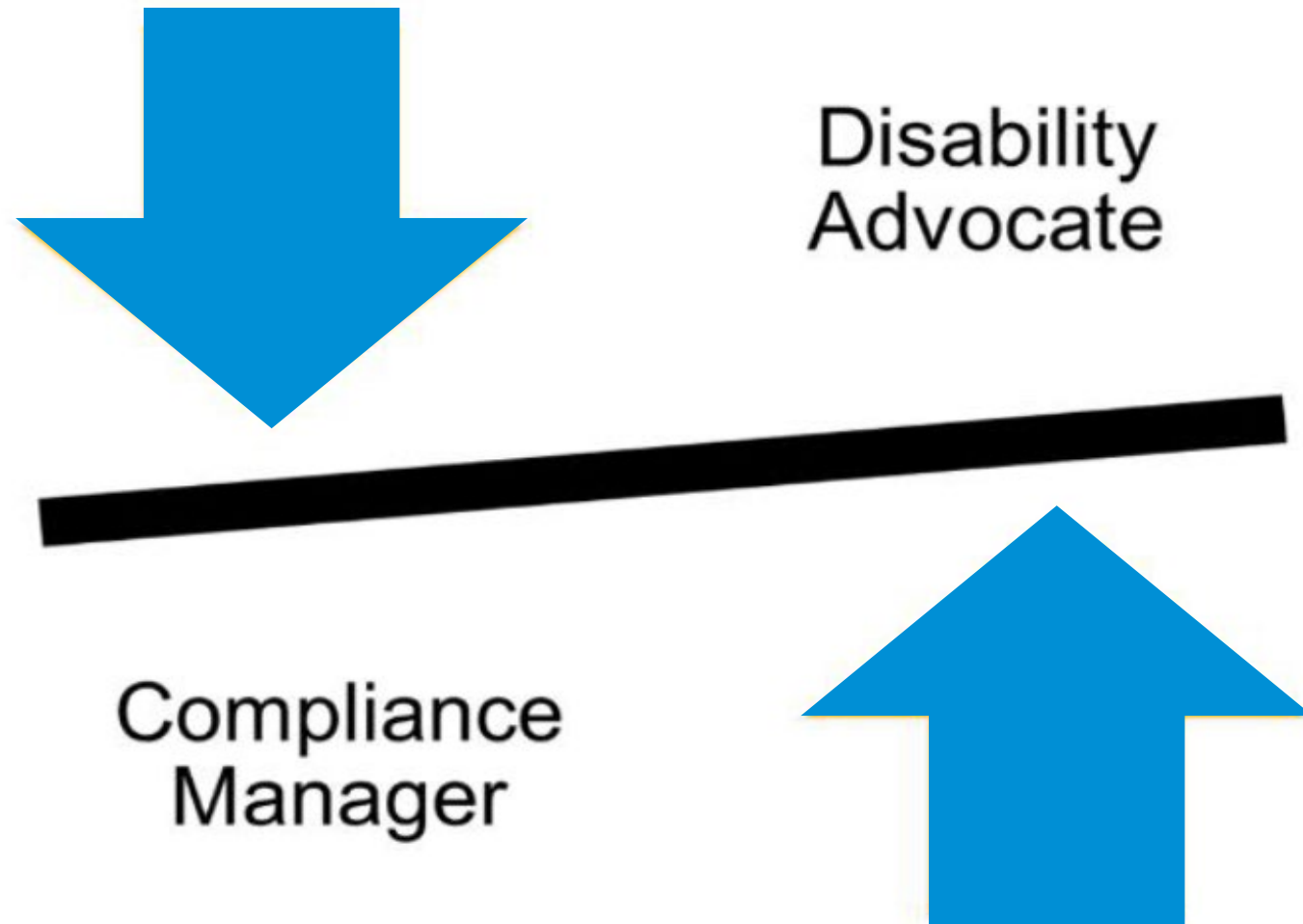
- Ability to listen and communicate
- Organizational and communication skills
- Willingness to learn
- Follow-up on issues
- A separate person from the Equal Employment Opportunity (EEO) Officer is recommended



ADA Coordinator Balancing Act

MODULE

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ADA Coordinator Potential Candidates

- Potential candidates
 - **Full time employee**
 - City Clerk
 - Deputy City Administrator
 - City Attorney
 - Communications
 - Community Relations
 - Human Resources



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ADA Coordinator

Qualifications



ADA Coordinator Qualifications – Knowledge of ADA

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- Willingness to develop comprehensive knowledge
 - Knowledge of related applicable disability laws and regulations
 - This includes all federal, state and local legislation and regulations



ADA Coordinator Qualifications – Knowledge of Community

MODULE

2

- Knowledge and understanding of programs, services and activities of the municipality
 - Will be developed over time
- Ability to coordinate the input of various municipal staff (departments)



ADA Coordinator Qualifications – Disability Advocate

MODULE

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- Understanding of the value of interacting with disability advocates
- **Serves as the central nexus between the public and city departments**





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ADA Coordinator

Roles and Responsibilities



ADA Coordinator Roles and Responsibilities

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- *Responsibilities will vary*
- Oversee all aspects of ADA implementation
 - **Do not forget website accessibility**
 - [Evaluating Cognitive Web Accessibility with WAVE \(webaim.org\)](https://www.webaim.org)
- Create an internal communication process for all affected persons and departments



ADA Coordinator Roles and Responsibilities - Documentation

- Establish, publicize, follow-up and document ADA Grievance Procedure
- Create and maintain a documentation process for all ADA implementation plans and activities



ADA Coordinator Roles and Responsibilities – Advocate

- Outreach and maintain relations with community disability organizations and other affected entities / individuals
- On-going education of disability laws and regulations
- Engage in continuing education opportunities
 - Attend ADA conferences
 - ADA National Symposium

ADA Coordinator Roles and Responsibilities – Employment

MODULE

2

- ADA is also an employment issue
- Reasonable Accommodations (Title I) can or may affect a municipality's transition plan



ADA Coordinator Roles and Responsibilities – Public Face

MODULE

2

- Reminder – individual is the face of the municipality
- Will be initial contact with the federal government regarding any questions or complaints against the municipality





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ADA Coordinator

Available Resources



ADA Coordinator Resources

Local Resources

[Chicago Metropolitan Area Planning](#)

- Support on ADA Title II compliance

[Metropolitan Mayors Caucus](#)

- ADA Coordinators Committee

[Great Lakes ADA Center](#)

- Technical assistance and training

ADA Coordinator Resources

Disability Awareness Training

JJ's List

- Disability awareness training

Open Doors Organization

- Training related to travel and tourism

Vision for Change

- Mental health awareness

ADA Coordinator Resources

Interpreters and Braille

[Chicago Hearing Society](#)

- For interpreter and captioning services

[Horizons for the Blind](#)

- Braille services

[Chicago Lighthouse for the Blind](#)

- Braille services

[Registry of Interpreters for the Deaf](#)

- Database of interpreters

ADA Coordinator Resources

Centers for Independent Living #1

Area Centers for Independent Living

[Progress Center for Independent Living](#)

- Suburban Cook County

[Access Living](#)

- City of Chicago

[Achieving Independence and Mobility](#)

- DuPage, Kane and Kendall County

ADA Coordinator Resources

Centers for Independent Living #2

Area Centers for Independent Living

[Disability Resource Center](#)

- Will County

[Lake County Center for Independent Living](#)

- Lake/McHenry County

ADA Coordinator Resources

Federal Agencies #1

[US Department of Justice](#)

- Technical assistance on federal ADA standards and guidelines

[US Department of Transportation](#)

- Technical assistance including public transportation

[General Services Administration](#)

- Section 508 website accessibility resource

ADA Coordinator Resources

Federal Agencies #2

US Access Board

- Develops accessibility guidelines and standards
- Technical assistance

US Housing and Urban Development

- Fair Housing Act and subsidized housing

Planning Guide for Temporary Events

- Planning guide for making temporary events accessible to people with disabilities

ADA Coordinator Resources

State Agencies #1

Illinois Department of Transportation

- [Statewide Highway Standards](#) – Design standards for public right-of-way
- [District 1 Specific Standards](#)
- [District 2 Specific Standards](#)

[Illinois Attorney General – Disability Rights Bureau](#)

- Technical assistance on state laws

[Illinois Capital Development Board](#)

- Develops and provides interpretation of the Illinois Accessibility Code

ADA Coordinator Resources

State Agencies #2

Illinois Division of Rehabilitation Services

- Lead agency serving individuals with disabilities

Illinois Deaf and Hard of Hearing Commission

- Assuring equality, respect, accessibility and independence for all individuals with a hearing loss

ADA Coordinator Resources

State Agencies #3

Illinois Bureau of Blind Services

- Provides specialized services for persons who are blind or visually impaired

Illinois Secretary of State's Office

- Vehicle title and registration, state ID's, Benefit Access program, disability placards

ADA Coordinator Resources

Other Resources

[ADA Coordinator Program – University of Missouri](#)

- Structured program to meet the training and professional needs of ADA Coordinators

[World Wide Web Consortium \(W3C\)](#)

- One-stop place for information and tools for developers



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Submitted Questions



Submitted Questions

- Can you provide more information on the Coordinator role?
- Please review the ADA compliant procedures.
- Can you provide available resources and consultants?

Submitted Questions

- Who enforces FHA regulations? Can wheelchair bound tenant in apartment building request dedicated ADA parking spot from Apartment Management under FHA?
- Who is typically designated as the ADA Coordinator? What skills are required?
- Do other police agencies have an ADA Coordinator?



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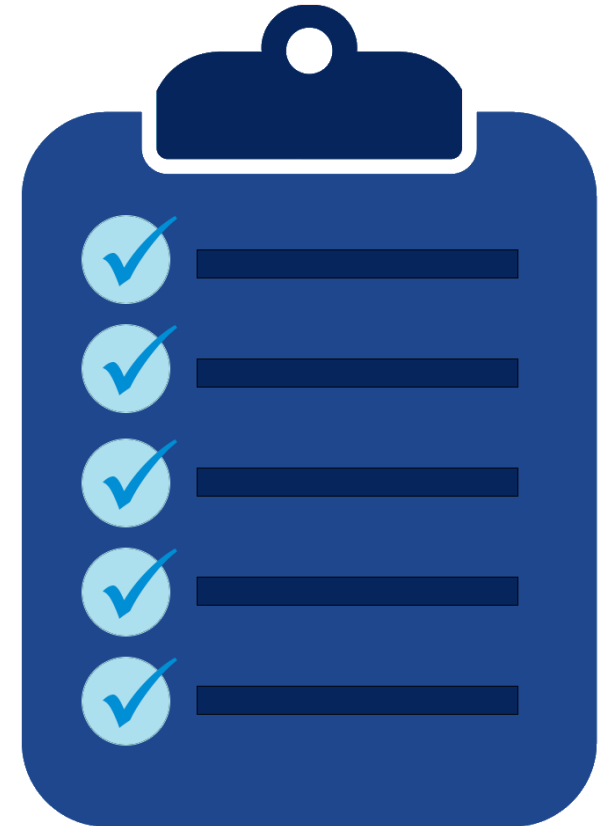
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Presentation Goals and Future Sessions



Review of Presentation Goals

- Understanding the obligations of an ADA Coordinator
- Selecting an ADA Coordinator
- Roles and responsibilities for an ADA Coordinator
- Developing an internal support system
- Available resources





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Public Rights of Way Self-Evaluation and Transition Plan Training

November 8th – Self-Evaluation

November 9th – ADA Transition Plan

Arlington Heights Senior Center

[ADA transition plan and self-evaluation training - CMAP \(illinois.gov\)](https://www.illinois.gov/cmap)



Final Questions?

Short Follow-up Survey





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Thank you!

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Chicago Metropolitan Agency for Planning

433 West Van Buren Street, Suite 450

Chicago, IL 60607

312-454-0400

Travis Helmkamp, PE, ADAC

Project Manager

Oates Associates, Inc.

100 Lanter Court, Suite 1

Collinsville, IL 62234

618-345-2200 x 214