

## Self Evaluation Feedback

State Fiscal Years 2008-9

*State Americans with Disabilities Act (ADA) Compliance Program*

### Overall Response

This evaluation produced about the same number of respondents from the previous self-evaluation (60), which represents about two-thirds of divisions who are in a position to respond. Either from a department-wide or divisional response the following agencies completed the evaluation: Administration, Corrections, Education and Early Development, Health and Social Services, Natural Resources, Law, and Environmental Conservation. Partial responses were received from the Commerce, Community and Economic Development, Labor and Workforce Development and Transportation and Public Facilities. This feedback reviews combined responses from all agencies. The Legislative Affairs Agency also provided a response, although it is not subject to Administrative Order 129. The State ADA Coordinator sent individual/divisional responses to department coordinators to ensure confidentiality.

**Notice to departments or divisions that did not respond to the annual self-evaluation:** Departments and divisions will still be given the opportunity to comply with this **requirement of AO 129**, however, responses may not be included in ADA reports after the deadline for completion has passed. The state ADA program and its coordinators can only account for good faith compliance to the extent that it is documented. This concise review helps departments fulfill their annual ADA program requirements and creates an awareness ADA as it relates to training, policy, accessibility, and complaint resolution. Periodic self-evaluations enable departments to keep up with changes in staffing, disability rights laws, and resources. If departments and divisions are unable to produce self-evaluations, they are advised to maintain documentation that shows similar activities consistent with the state ADA program.

### Notable Statistics (rounded)

57% of respondents coordinate with disability service providers.

66% coordinate with other agencies on disability issues.

67% do not coordinate regarding training issues.

The EEO program was listed as the primary civil rights contact outside the ADA program.

66% have reviewed their policies to determine consistency with the ADA. 55% have policies in place.

92% ensure ADA coordinators are involved in disability issues.

Nearly all promote participation for people in the broadest sense of disability

77% make sure Commissioners sign off on denials of reasonable modifications.

82% take proactive steps to ensure nondiscrimination.

Percentages of respondents who understand implications of the following developments:

Genetic Information Nondiscrimination Act of 2008	24.4%
Lily Ledbetter Fair Pay Act of 2009	22.0%
Changes to regulations under the Family and Medical Leave Act	73.2%
ADAAA Regulations (EEOC)	61.0%
New Proposed ADA Regulations (USDOJ)	43.9%
Web Content Accessibility Guidelines 2.0 (Worldwide Web Consortium)	24.4%
Mental Health Parity and Addiction Equity Act of 2008	19.5%
ADA-Compliant Employer Preparedness For the H1N1 Flu Virus (EEOC)	53.7%
Public Rights of Way Guidelines (Access Board)	24.4%
Guidance on Accessible Pedestrian Signals (Access Board)	12.2%
Research in General from the National Council on Disability	14.6%
Applying Performance and Conduct Standards to Employees with Disabilities (EEOC)	41.5%
UN Convention on the Rights of Persons with Disabilities (not yet signed by USA)	9.8%
Community Choice Act (Introduced 2007)	14.6%
Disability Equity Act (Introduced May 4)	14.6%
The 21st Century Communications & Video Accessibility Act of 2009 (Introduced June 2009)	7.3%
Access Requirements under the American Recovery and Reinvestment Act of 2008	39.0%

60% have a reasonable modification policy under Title II.

89% maintain documents for reasonable accommodation requests.

98% refer RA requests to supervisors; 96% refer to ADA coordinators.

66% indicate that supervisors have been trained in the interactive process.

63% review requests on an annual basis.

70% are using the proposed standards for facilities.

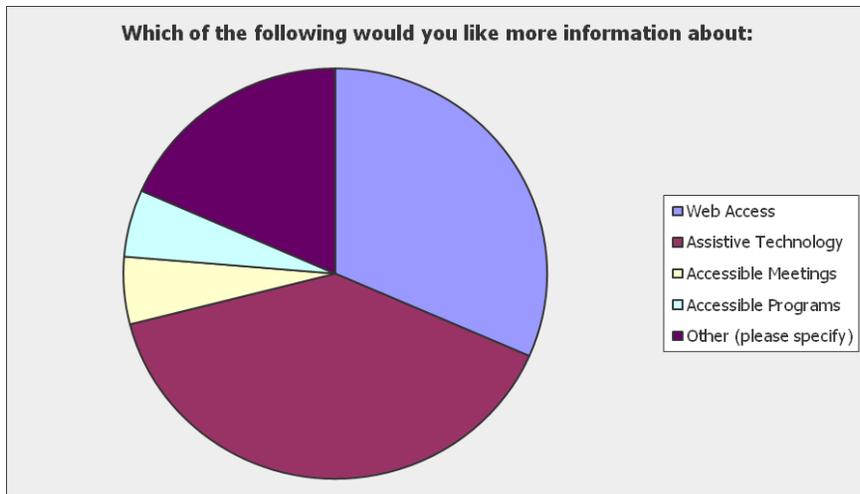
40% consult with the disability community for alterations to facilities.

63% indicate review of leased property by ADA coordinator for barriers and upgrades.

76% ensure web accessibility.

47% centralize purchase of assistive technology.

60% account for maturing populations and returning veterans when designing programs.



89% have an emergency management plan; 80% consider disability in this plan. 49% work with DMVA in planning for emergencies.

Sought disability information through the following resources during the past year:

ADA Conference	6.0%
RSS (web information finder) Feed	4.0%
Listserve	4.0%
Newsletter	16.0%
Website	60.0%
Podcast	0.0%
In-person training	38.0%
Legal Research	14.0%
Library Research	12.0%
Other (please specify)	32.0%

Answer Options	Response Percent
State ADA Coordinator's Office	72.3%
Disability Business Technical Assistance Centers	6.4%
Job Accommodation Network	19.1%
US Department of Justice Equal Employment Opportunity Commission	12.8%
US Access Board	27.7%
Federal Transportation Administration	4.3%
	0.0%

Governor's Council on Disabilities and Special Education	12.8%
Other (please specify)	34.0%

Web access.

Estimate percentage of employees and supervisors receiving training within the past two years:

Answer Options	Response Average	Response Total
Respectful Workplace	41.11	1,480
ADA for Supervisors	20.61	680
Windmills (Disability Awareness)	8.95	197
Accessibility Standards	10.00	270
Other ADA Compliance-Oriented (please list)	5.82	128
Other Disability-Oriented (please list)	2.78	50
Online Training (please indicate web-addresses)	2.41	41

39% Require training in disability rights  
 50% have a training coordinator

Type of training desired:

Sensitivity/Perception/Etiquette	42.9%
Employment/Personnel	45.2%
Management Decision-making	35.7%
Architectural Access	11.9%
Case management training	11.9%
New science, health and legal developments	4.8%
Community Access	14.3%
Complaint processing	50.0%
Disability Resource Overview for Public Service	31.0%
Disability Resource Overview for the Public	16.7%
Specialized (please specify)	14.3%

7 disability-related complaints recorded during the past year  
 56% offer mediation; 74% allow complaints following mediation.  
 30% have non-ADA grievance procedures for complaint resolution.

Survey rating

Answer Options	5	4	3	2
Assess potential threats to the organization due to	4	11	20	8

disability rights noncompliance				
Overview new developments in disability rights that reshape accessibility	4	13	15	10
View ADA compliance as a benefit for your organization to serve the public more efficiently	5	13	18	6
Identify the need for better connections to disability rights and resources	8	7	20	10

## Promising Practices

Public notification on all notices regarding Title II.

Accessibility to office.

We just had the building owner install an ADA-compliant access hallway to ensure continued access to all parts of our work space and other tenants in the building.

We encourage all employees set up their work spaces in a way that is comfortable and efficient for each individual. This is an ongoing practice.

A large part of our function for the state is to disseminate information to the public in multiple formats. We have several ongoing projects to digitize our information and make it available on the internet. This provides the best access possible to the most people, including the disabled.

Remodeled Bathrooms to meet ADA Compliance.

Installed Cane Detection Barriers in living units.

Remolded front entrance to meet wheelchair compliance.

Access to elevator

Push button doors to main lobby

Wheel chair ramp to main doors improved

Ongoing development of web based permit applications.

- Added new entrance into scanning room - Verified with Building Maintenance that the opening in the wall met ADA requirements before project began.

- Ensure that all new hires receive an ergonomic assessment within the first month of working with our office. Verify that all employees (new or existing) have received the assessment.

- Ensure that ADA Policy poster with coordinator contact information is posted in common areas of our floor.

\* Priority deferred maintenance projects to include access improvements.

\* ADA compliant construction projects.

\* Continued Safety Officer visit review of facilities, and newly-incorporated access/egress review.

\* Work with DOA (and Statewide ADA Coordinator for assessments of accommodation requests and special parking needs.

\* Rental of modified vehicles to accomodated "detail" fire assignments of federal employees to Alaska.

1. Remodel of Work Stations.

2. Purchase of ergonomic chairs.

3. Limited work duties.

Notification to staff and people of who the ADA coordinator is for the facility.

ADA coordinator working with inmates to assist them with TTY access.

Education coordinator working with inmates to provide educational materials such as Talking Books.

Coordinated evacuation routes with the Fire Marshal.

Thorough training regarding the new ADA guidelines.

Ensuring those who qualify for ADA accomodations are meeting the guidelines and we are providing the services if necessary.

1. Doors knobs have been changed to ADA door handles

2. Bathroom toliets have been changed to ADA compliance

3. Sign in counter have been lowered for wheelchair height compliance.

We are improving signage within our facilities to assist employees and the public in finding the resources. This is not a statewide effort, but focused on Anchorage, Fairbanks and Juneau.

We are improving our website to make it more user friendly and ADA compliant.

1. We supply inmates who are legally blind with 'loaner TVs' in their rooms for them to have closer access to see the TV better.

Removing some barriers in the Capitol Building with the latest remodel.

Updating all our web sites to be ADA assessable, specially to individuals with vision impairments.

Remolding the Scottish Right Temple to meet ADA requirements.

Ergonomic evaluations

Job accommodations

Reassignment of duties

Ergonomics Training

Furniture Adjustments and Bathroom Adjustments

Workstations

Software

We have partnered with the Division of Vocational Rehabilitation in the Department of Labor and Workforce Development to host Community Based Assessment workers. This gives disabled people work experience in our division. We hired one of our CBAs as a permanent Office Assistant.

Accomodations have been made for a hearing impaired employee via technology at the Court System, interpretive assistance provided at other work conference including state wide training conference.

Disability Navigators

Accessible technology

training to staff on for people with disabilities for reasonable accommodations.

This is a prison facility and we adhere to all state and federal rules and regulations including the ADA.

1. Further education to supervisory staff with regard to ADA Guidelines.

2. Recognition of potential accomodation requests made by staff and consistent follow up to ensure that these are addressed.

3. Detailing proper contact information and procedures to ensure that individuals have the ability to contact and communicate with a person within the Division

Access to our public facilities do not fall under our purview.

None new within the past two years.

1. Upload forms on website.

2. Remodel - toilets seats to the correct height.

1) Installed ADA accessible workstation in Soldotna office

2) Improved ADA bathroom acceissibility in Soldotna office

none at present but we plan to address how better to serve victims of crime with disabilities an underserved population.

Installed an Elevator in Alaska State Museum to allow visitors with needs to navigate between floors.

Remodeled State Office Buildings Bathrooms with ADA upgrades.

Install fire horn/strobes to the Douglas Island Building where there were only bells before.

ADA Compliant Documents

Offer TTY phone numbers for public meetings

During interviews we ask if applicants need reasonable accommodation

1. Ergonomic Evaluation.

2. Handicap Parking Permit

3. No security code to restrooms on main floor of OPA since disabled clients also use facility. Building Management for the building initially established a security code in order to enter restrooms on all floors of the building. A 4 to 5 digit number would need to be entered on a keypad before allowing entry to a

restroom. Because many of the clients are mentally and/or physically disabled, a waiver was requested from Building Management so a code would not be needed to use the restroom. The waiver was granted while all other floors retain the need for security codes.

4. Telephone calls in all offices are answered by a "live" person; there is no phone tree. This reduces the amount of travel for clients to state offices and eliminates problems faced by disabled clients attempting to navigate through a phone tree.

1. In the process of re-educating hiring managers on the provisional hire program.