

ADA Coordinators: Roles and Responsibilities

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The Statute Itself

Sec. 202 [42 U.S.C. 12132]

Subject to the provisions of this title, no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity.

The Statute Itself (cont.)

- Enacted by Congress - the law itself;
- States broad principles of the law;
- Charges enforcement agencies with developing implementing regulations;
- Outlines purpose of the law and cites Congressional findings justifying the need for the law.

28 C.F.R. § 35.130(a)

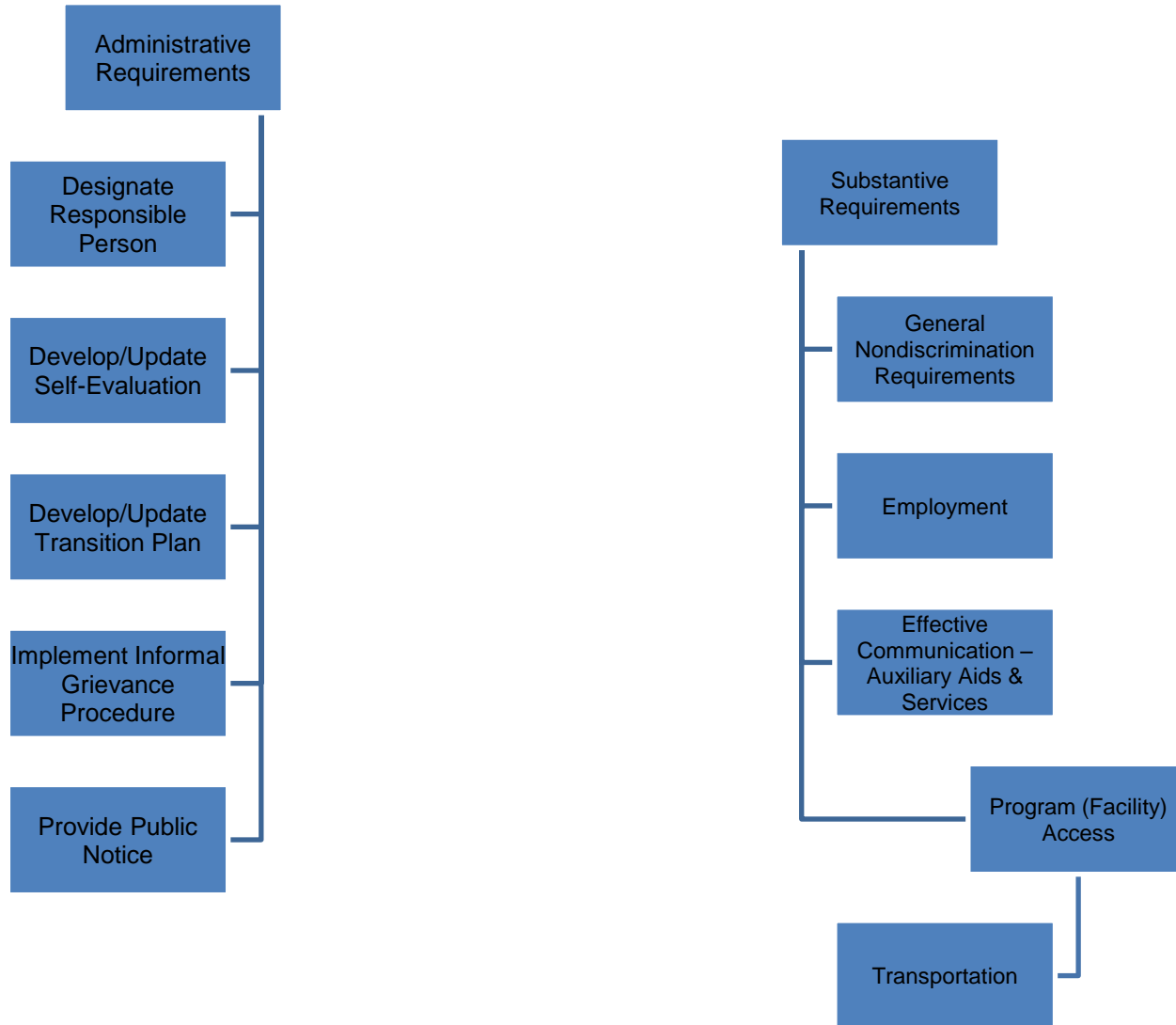
General prohibitions against discrimination

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any public entity.

Administrative Requirements

- Provides specific rules for compliance with the law;
- Outlines more specific enforcement provisions;
- “Operating manual”.

ADA Title II



Administrative Requirements

35.107 Designation of responsible employee and adoption of grievance procedures.

1. (a) Designation of responsible employee. A public entity that *employs 50 or more persons* shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this part, including any investigation of any complaint communicated to it alleging its noncompliance with this part or alleging any actions that would be prohibited by this part.

Administrative Requirements

The public entity *shall make available* to all interested individuals the name, office address, and telephone number of the employee or employees designated pursuant to this paragraph.

Administrative Requirements: Grievance Procedure

(b) Complaint procedure. A public entity that *employs 50 or more persons* shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would be prohibited by this part.

Primary Roles of an ADA Coordinator

- 1) Ensure that all citizens in community and members of your workforce have an opportunity to participate in the programs, activities and services offered in a full and meaningful way.
- 2) Ensure that ADA violations do not occur or are remedied if they do.
- 3) Serve as primary point of contact for ADA compliance, for both your agency and for members of the community.

Questions to Ask

- Where do you fit in the agency hierarchy?
- Do you report directly to the leadership team?
- Do you report to the Human Resources Director?
- Do you report to a mid-level administrator?
- Do you report to anyone?

Questions to Ask

- Do you have a job description? Did your predecessor?
- Whose ear do you have? Consider other departments as well as management.
- Whose ear do you need?
Same as above.

Questions to Ask

- Understand your agency's programs, activities and services:
 - What are they?
 - What are they intended to do?
 - Why are they carried out or delivered in the manner they are?
 - What is the underlying purpose of them?
 - What, if any, eligibility requirements exist for each program? Are they necessary?
- Assess institutional commitment - does one exist? Can it be built?

Questions to Ask

- Know who has responsibility for what. What are your responsibilities? Who has responsibilities for program access, policy, and facilities issues? EEO?
- Do we have an ADA Coordinator?
- Do we have an ADA grievance procedure? If not, do we have *any* grievance procedures?

Where Do I Go From Here?

- Understand the requirements of the ADA. Don't be afraid to ask and use resources.
- Set realistic, achievable timeframes for all your activities. Don't set yourself up for failure.

Where Do I Go From Here?

- Respond to inquiries, complaints, or compliments in a timely manner - even if you don't know what the answer is. Outline realistic, clear, and measurable steps, including time lines, in your grievance procedure and adhere to them.
- Don't be afraid to ask questions or say you don't know the answer or to ask questions. Nobody knows the answer to every question.

Where Do I Go From Here?

- Develop your own support network. Developing relationships is important:
 - With the people at this conference and in this room. Chances are they have experienced what you are dealing with and have some good suggestions. You don't have to feel alone.
 - Reach out and develop relationships with the disability community in your area. They can identify priorities, help to develop a realistic compliance plan, and provide other valuable input.

Where Do I Go From Here?

Contact and develop relationships with State ADA Coordinator, state and local government colleagues, ADA National Network, and designated Federal agencies.



Fulton County ADA Administrator: Nadine Oka

CITIZENS OF FULTON COUNTY	
BOARD OF COMMISSIONERS	
County Manager [Richard "Dick" Anderson]	
Chief Strategy Officer [Anna Roach]	
Justice, Elected and Appointed Agencies	(County Manager Offices)
Strategy PMO & Performance	Child Attorney
External Affairs	Office of Diversity & Civil Rights Compliance (DCRC) and Disability Affairs → DCLs [Dr. Ann Harris]
Economic Development	Ryan White Program

Key Resources



- Leadership Buy-in
 - Must have, from the Top
- Organizing your Team – cannot be done alone
 - Who are they? What is their role?
 - Disability Affairs Unit (DAU)
 - Disability Compliance Liaisons (DCLs)
- Working w/Consultants
 - How do you know if they're a good one?
 - What work are you asking them to do?

Objectives



1. Approach to Compliance
 - One step at a time; plan, assess, remediate
2. Priorities
 - Barrier removal, safety; calls from the Public, Commissioners, Staff...
 - Impacts compliance; necessary to avoid Title II audits
 - Impacts budget
3. Managing Expectations
 - See step 1.
 - Don't Panic!
4. Lessons Learned
 - Consider compliance audits a *Learning Experience*
 - It usually takes longer than planned and more money than budgeted for
 - Don't be afraid to reference available resources; State ADA Coordinator, DBTAC, ADA Networks, Consultants
 - You cannot do it overnight
5. Success
 - Have a Plan
 - Be Realistic

AGENCY COORDINATION OF AN AMERICANS WITH DISABILITIES ACT (ADA) INITIATIVE

CHERYL ANN FRAZIER



GEORGIA
DEPARTMENT OF CORRECTIONS

November 1, 2017

Objectives

- Identify and determine appropriate management of expectations
- Examine Tips for Leadership Buy-In (The Cycle)
- Demonstrate how to build an ADA Network
- Develop a system to measure success
- Discuss Lessons Learned



Identification of Expectations

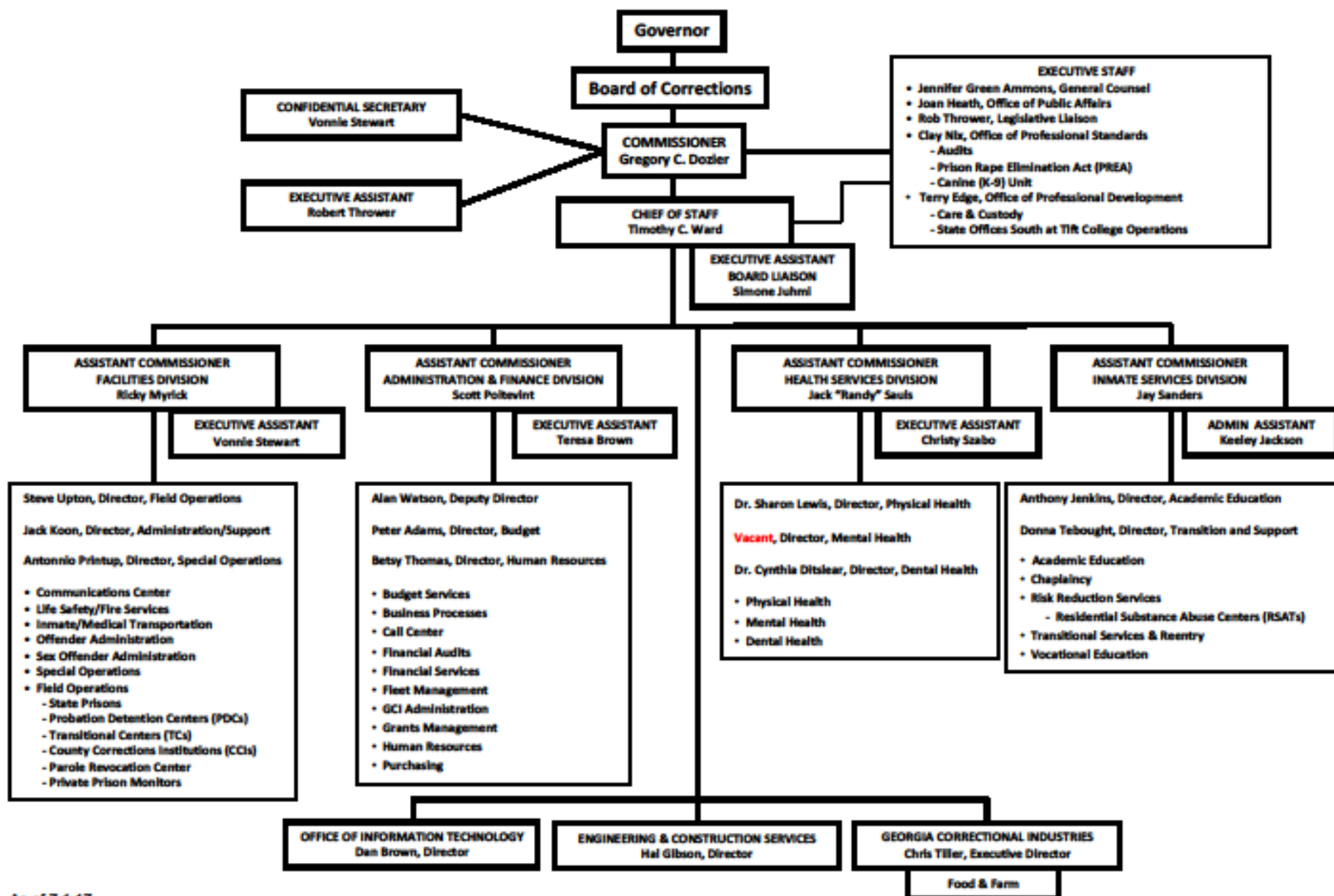
- Know your Agency's Mission
- Secure a job description
- Meet with your supervisor
- Get to know each discipline of your Agency or workplace
- Get to know your clientele and their needs
- Study the law
- Study the missteps and successes of others (www.ADA.gov, court rulings, Letters of Findings from DOJ, etc.)

Leadership Buy-in

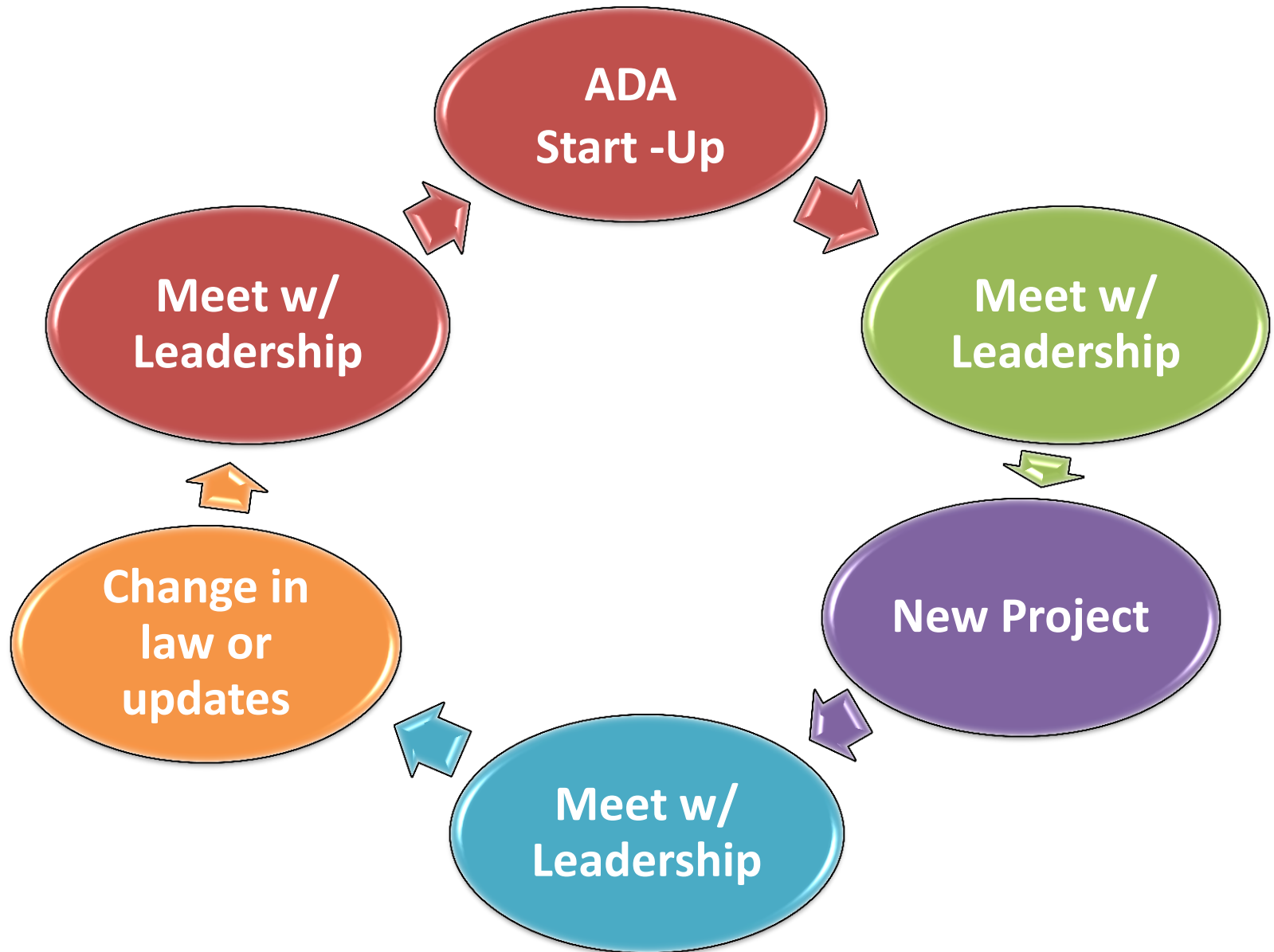
- Get to know your Agency's Leadership and Stakeholders
- Meet with each discipline and explain how ADA will improve operations; the benefits
- Keep Leadership informed of each major milestone and project
- Ask for ideas and guidance from leaders and stakeholders
- ADA belongs to everyone

Georgia Department of Corrections

Organization



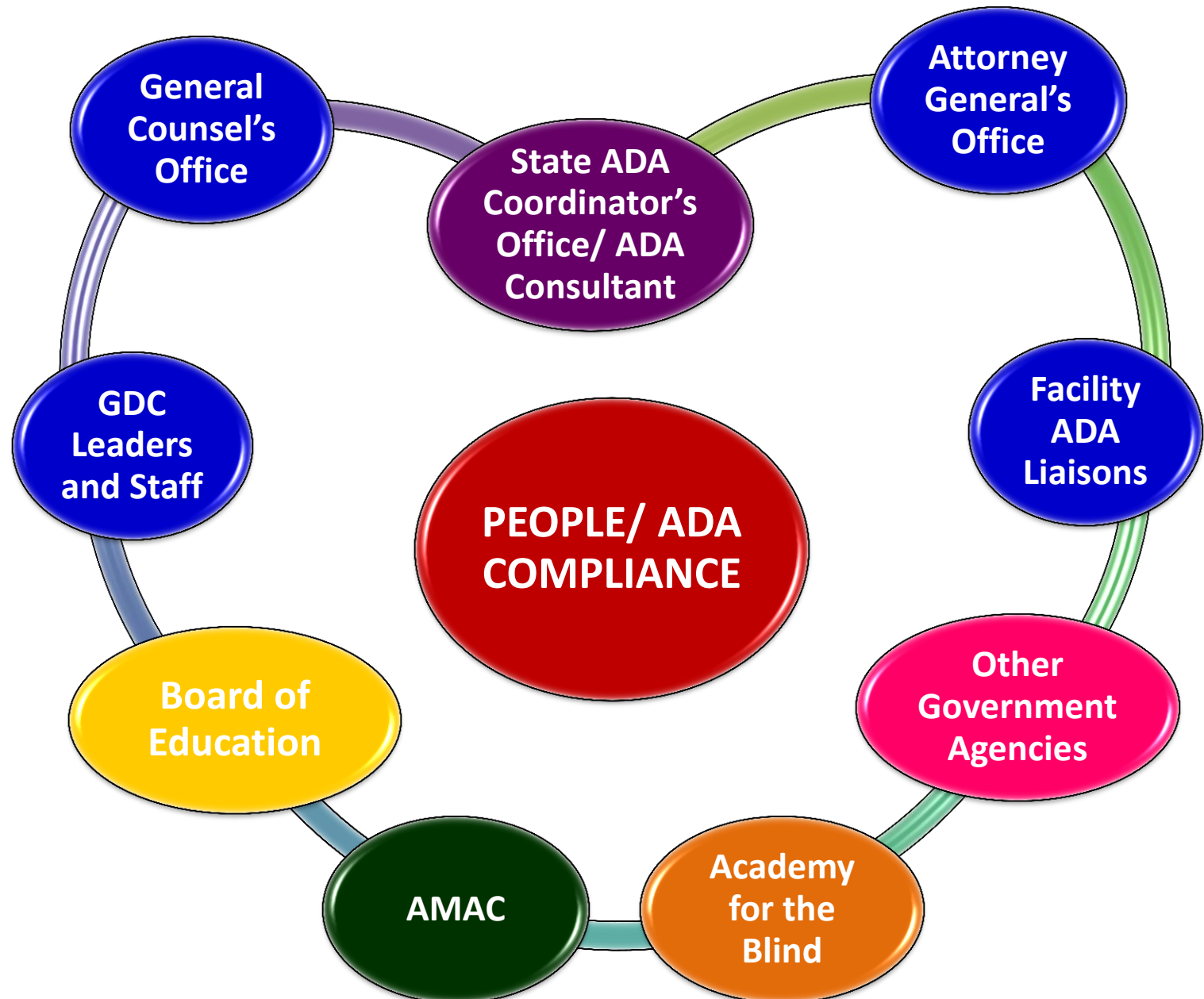
Over-Communicate



Organizing Your Team/ Partners

- People and ADA Compliance make up your shared nucleus
- All discipline leaders are apart of your team
- At least one appointed person per discipline as your point of contact
- Your legal department
- Partners (State ADA Coordinator's Office, AMAC, Other Agencies, Consultants, etc.)

GDC ADA COORDINATION NETWORK



Setting Priorities/ The Plan

- What is your purpose? (Mission)
- Who are you serving? (Client)
- **What are your goals?**
- What is your “WHY?”
- What comes first?
 - 1) Care
 - 2) “Hot Topic” Issues
 - 3) Great Ideas
- When is it due? (Reasonable Timelines)



Measuring Success

SMART GOALS:



S

Specific

M

Measurable

A

Achievable

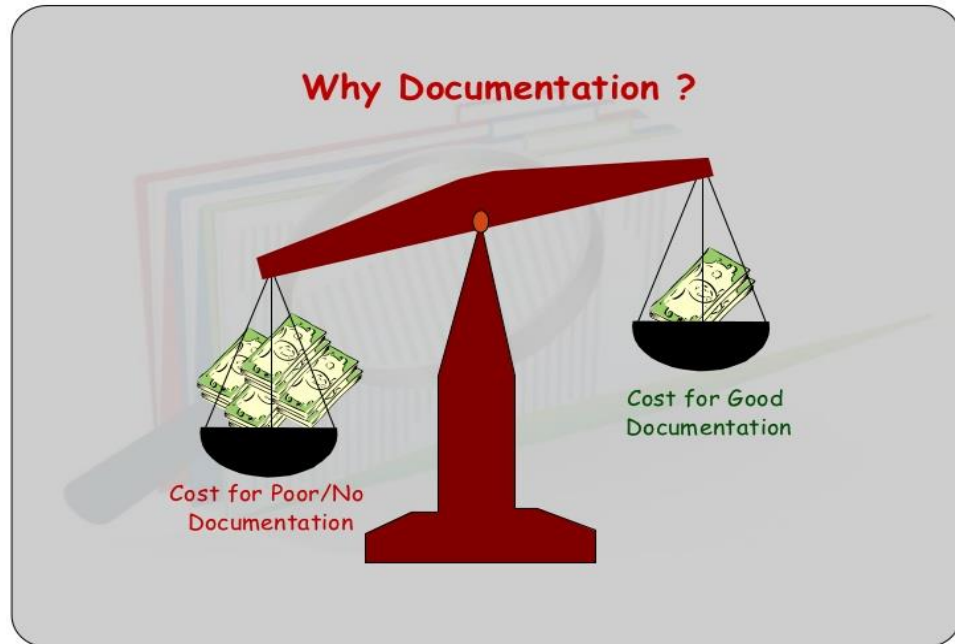
R

Relevant

T

Time-based

The Core of Success



Lessons Learned

- First Things First (Study, Solidify an agency policy, Set reasonable timelines, ask for HELP)
- Over-Communicate
- Celebrate Successes
- Pace Yourself and the Program
- Embrace the Art of Compromise
- Self-Care

What is your role?

Visit www.ADA.gov

The Knowledgeable One (Study)

Lead (Servant Leadership)

Know your agency ADA Coordinator

Know your section/discipline ADA Liaison

Understand how the ADA process works

Participate in ADA Compliance efforts

Report violations

Assist with Accessibility Solutions

Contact Information

Georgia State Financing and Investment
Commission

The Construction Division

State ADA Coordinator's Office

270 Washington Street, Second Floor

Atlanta, Georgia 30334

Phone: 404.463.5645

Fax: 404.463-5650

TTY: 404.657.9993

Website: www.ada.ga.gov

Georgia Department of Corrections
Office of Professional Standards

Agency ADA Coordinator's Office

Cheryl Ann Frazier

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Rutland Bldg. Room 205

Forsyth, Georgia 31029

Phone: 770-330-7535

Cheryl.Frazier@gdc.ga.gov



GEORGIA

DEPARTMENT OF NATURAL RESOURCES

Board of Natural Resources

Commissioner

Environmental Protection Division

Deputy Commissioner

Administrative Services

Coastal Resources Division



Wildlife Resources Division



Law Enforcement Division



Historic Preservation Division



Parks, Recreation & Historic Sites Division



Meeting The Challenge, Inc.

- Policy and Procedure Reviews

- Grievance Procedures
- Emergency Management
- Effective Communications
- Reasonable Accommodations

- Policy and Procedure Development, Updates, and Training



- Comprehensive facility auditing
- Public right-of-way surveys
- Transition Plan development
- Public outreach
- Website accessibility audits
- Program Accessibility Evaluation

















