

Disability Services

165 Church Street
203-946-7833

Department Head: Michelle Duprey mduprey@newhavenct.net 203-946-7651 Direct 946-7833 Main

Additional Point Person: N/A
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Positions:	GF- 1
General Fund Budget:	\$ 87,031
Capital Fund Budget:	\$0
Special fund Budget:	\$0

Legal Authority: Code of Ordinances

New Haven City Ordinance Section 16 ½-17

Americans with Disabilities Act as Amended, 42 USC 12101 et seq.

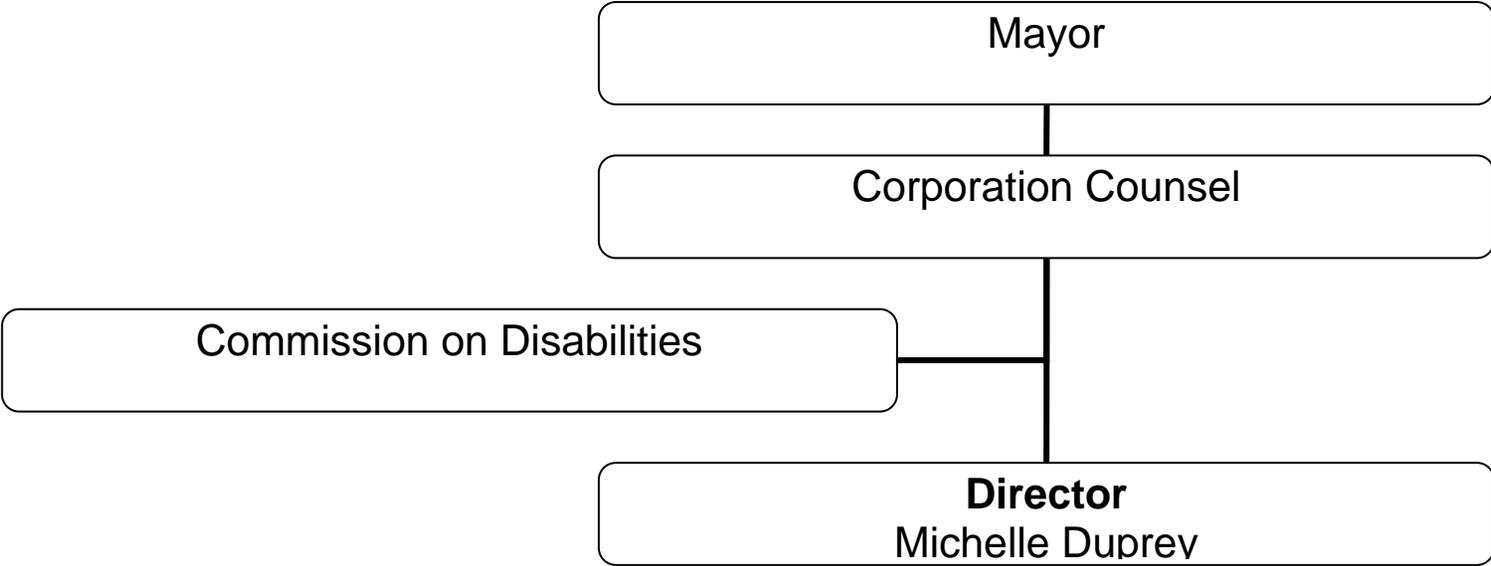
Mission/Overview:

The mission of the Department of Services for Persons with Disabilities (“Disability Services”) is to promote the effective coordination of resources for persons with disabilities and to monitor and take appropriate action to ensure that federal, state and local regulations pertaining to persons with disabilities are complied with in New Haven.

A study done in 1999 by this department determined that nearly 26% of New Haven’s residents have one or more disabilities. The study also indicated that New Haven could become a better place for persons with disabilities to live with increased opportunities to work, acquire affordable housing, access transportation and education, all of which the City can play a role. Therefore, the need for this department to support and actively insure City programs and services are accessible for persons with disabilities is crucial.

Attention Required by March 31st: Bulleted

- Determine legal obligations of any open ADA accommodation requests and take appropriate action
- Train all city departments on the city’s obligations under the ADA as stated in the Settlement Agreement with the Department of Justice (Appendix A in electronic version)
- Begin drafting annual report as required in the Settlement Agreement with the Department of Justice (Appendix A in electronic version)



Budget Summary:

Items budgeted under "Other Contractual Service"

- \$2,650.00 with the Commission on the Deaf and Hearing Impaired for sign language interpreter services
- \$1,000.00 for mileage and other reimbursements to the director
- \$900.00 for the Great Lakes ADA Center for trainings

Items budgeted under "Registration & Dues"

- \$295.00 for the Connecticut Bar Association membership

Items budgeted under "Professional Meetings"

- \$1,000.00 for meeting reimbursements for the director

Items budgeted under "Printing & Binding"

- \$550.00 for Tyco Printing for various materials and office supplies

Items budgeted under "Office Supplies"

- \$300.00 for WB Mason for office supplies

Summary of Open Items:

- Completing implementation of the requirements contained in the Settlement Agreement with the Department of Justice (Appendix A in electronic version)
- Continued training obligations consistent with the parameters set forth in the Police Department's General Order #315 (Appendix B in electronic version)
- Processing of any requests or complaints pursuant to the Americans with Disabilities Act (ADA) policy (Appendix C in electronic version)
- Processing of any requests or complaints pursuant to ADA Disability Accommodation Request Policy and Procedure using the enclosed request form (Appendix D in electronic version)
- Processing of any requests or complaints pursuant to ADA Disability Policy Statement (Appendix E in electronic version)
- Processing of any requests or complaints pursuant to Zoning Accommodation Requests (Appendix F in electronic version).

Major Functions / Projects:

Employee Accommodations: Under the Americans with Disabilities Act and state law, the city, as an employer, has an legal obligation not to discriminate against job applicants or employees with disabilities and to provide a reasonable accommodation to any qualified individual with a disability that enables them to perform the essential functions of the position. See policies in Appendices D and E of electronic version

Public Accommodations: Under the Americans with Disabilities Act and state law the city has an obligation to provide for qualified individuals with disabilities with equal access to the city's programs, services or activities by:

- 1) Reasonable modifications to a public entity's rules, policies, or practices;
- 2) Removal of architectural, communication, or transportation barriers; or
- 3) Provision of auxiliary aids and services

With a few exceptions.

Zoning Accommodations: Pursuant to the requirements of the Americans with Disabilities Act set forth in the previous section, as well as the requirements of the Fair Housing Act and state law, the department receives and evaluates accommodation requests for zoning requirements. The department reviews the request, looks at land records and zoning requirements, conducts legal research if necessary and makes a determination of a modification to the city's rules, policies or practices is necessary to provide equal access. See Appendix F of electronic version.

Complaint Investigation: The department works with others in the city to resolve valid disability related complaints.

Emergency Planning: The department is responsible for ensuring the city's emergency plan and its implementation is done in such a way that does not discriminate against individuals with disabilities. Identified shelters are assessed for their accessibility, policies are reviewed, and needs of individuals with disabilities are assessed.

The director also participates in regional emergency planning through the Regional Emergency Planning Team Steering Committee.

Public Referral: The director fields calls from the public looking for programs and supports for individuals with disabilities. Appropriate referrals are made.

Legislation: The department advocates for and against legislation impacting New Haven residents with a disability. This is usually done in collaboration with other disability organizations and statewide agencies.

Commission on Disabilities: The department provides staff support to the New Haven Commission on Disabilities, a representative commission made up of up to 15 members of the disability community, family members or advocates.

Representation: The department represents New Haven's disability community at a variety of local and statewide functions throughout the year.

Disability Mentoring Day/Disability Employment Awareness Month: The department and Commission routinely celebrate both events occurring every October to highlight the importance of employment opportunities for persons with disabilities.

ADA Anniversary-July 26th: The department and Commission celebrate the anniversary of the ADA, when resources allow.

Update Departments on Regulations: Provide periodic updates to departments on changes to the regulations under laws related to individuals with disabilities.

Accessible Events: The department works to make sure all city departments follow the Accessibility Guidelines for City Events (Appendix G of electronic version).

Website Accessibility: The department works with its Information Technology Department to make sure it follows the city's policy for website accessibility (Appendix H of electronic version).

Key Systems/Processes:

Employee Accommodations: See policies in Appendices D and E.

Accommodation requests are submitted to the department for by applicants or employees. The director reviews the request, conducts the necessary legal research, interviews supervisors, consults with the Corporation Counsel's Office, Labor Relations, Human Resources as well as workers compensation and the employee's medical provider. After gathering the necessary information, a determination is made regarding the reasonableness of the request and what accommodations will be made, if any.

The department, if an accommodation is offered and accepted by the applicant or employee, makes the arrangements and/or acquires the necessary equipment to effectuate the accommodation. The department then follows up with the supervisors to insure that the accommodation is effective and the employee is performing the essential functions of their position.

Public Accommodations: The department receives these requests, makes a determination as to what the city's legal obligations are and then effectuates the changes needed to provide equal access.

Zoning Accommodations: The department reviews the request, looks at land records and zoning requirements, conducts legal research if necessary and makes a determination of a modification to the city's rules, policies or practices is necessary to provide equal access. See Appendix F for a detailed description of the process.

Complaint Investigation: The department occasionally receives complaints from the public or employees. Each complaint is handled differently depending on the particular circumstances of that complaint. Every effort is made to resolve any issues that may arise.

System Deficiencies/Attention Required:

The deficiencies the department faces are resource related.

- The director spends approximately one third of her time doing administrative work that could be easily performed by an employee at a much lower salary, opening up the director to work on larger projects that would benefit the New Haven disability community.
- With the downsizing of the department in 2011 the ability to apply for and administer grants had to be cut.
- The department no longer has the ability to assist folks with case management, shepherding them through the complex maze of agencies and resources.