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Workgroup Materials - Continued: Federal Disability Accommodations

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MEMORANDUM

TO: Federal Disability Accommodations Working Group Members

FROM: Stanley S. Herr, Chair

RE: Recommendations Packet

DATE: December 21, 1994

Enclosed please find a set of the recommendations of the various subgroups for your information and review. Although some of these documents have previously been circulated to the group, the subgroup recommendations on accessibility standards (chaired by Larry Roffee) and on information technology applications and public accommodations (chaired by Susan Brummel) are fresh items. I have not enclosed John Wodatch's useful primer on disabilities law since it has previously circulated to this group as well as to the Domestic Policy Council.

If you have any comments or suggested revisions to offer, please send them to the respective chair of the subgroup and to Liz Savage, Special Assistant to the Assistant Attorney General for Civil Rights. Her fax number is 514-0293. Liz who has been involved with this Working Group from its outset works with Deval Patrick, who as recently been named convener of the subgroup on Accommodations of the National Disability Policy Review.

The National Disability Policy Review was launched at the end of November and is co-chaired by Carol H. Rasco, who leads the Domestic Policy Council, and Alice Rivlin, who leads the Office of Budget and Management. I'm pleased to advise you that as one of the first activities of the Review the above named subgroup on accommodations was created with Assistant attorney General Patrick as its convener. It is the expectation that the Federal Disabilities Accommodations working Group will now be folded into this larger review so that your recommendations can be refined and taken the next steps. After the New Year, the new Accommodations Group will be convened by Deval and Liz.

On a personal note, I wish to thank all of you for your creative and energetic work. As my term as a Kennedy Public Policy Fellow with the DPC comes to close, I note how much I've enjoyed working and learning from each of you. My last day here will be on January 6th after which I can be reached at the following address where I resume my teaching and clinical practice in disability law:

Stanley S. Herr
University of Maryland School of Law
500 W. Baltimore Street
Baltimore, MD 21201

(410)706-3191
fax (410)706-5856

I look forward to our future collaboration for a more accessible America. Very best wishes for the holidays and new year.

NATIONAL COUNCIL ON DISABILITY



66676

Facsimile Transmission

Date: 11/7/94

To: Stan Heer

From: Speed Davis

Message:

Info. — per our phone conversation.

The 4 confirmed Members are:

Marea Bristo, Bonnie O'Day, Kate Pew
Walters & Larry Brown, Jr.

Number of pages including cover sheet: 3

Please call us at (202) 272-2004 if any page is unclear.



SEP 29 1994

MEMORANDUM FOR THE FEDERAL DISABILITY
ACCOMMODATIONS WORKING GROUP

BERNARD E. ANDERSON
Assistant Secretary

FROM: SHIRLEY J. WILCHER *SW*
Deputy Assistant Secretary
Office of Federal Contract Compliance
Department of Labor

SUBJECT: Federal Disability Accommodation Activities

Thank you for the opportunity to offer my comments on behalf of the Department of Labor. As you know, I was appointed in August of this year to the White House Federal Disability Accommodations Working Group, as a representative for the Department of Labor. In follow-up to the August Working Group's meeting, each agency representative was asked to provide a brief statement in response to the following inquiries:

1. Identify some of the specific accommodations issues that the agency is now addressing

Some of the accommodation issues that the Department of Labor is addressing, or anticipates, include:

- o Ensuring that applicants, employees and members of the general public with disabilities have communication access that is effective. One issue is the extent to which the agency is required to provide information in accessible formats, such as large print, cassette recording, or Braille, or the provision of a reader for access by people who have visual disabilities.
- o Providing a qualified sign language interpreter at all meetings and ceremonies and ensuring the availability of services when they are required. Similarly, the agency is addressing how to balance the needs of those with disabilities when using a staff member as a reader or to record the text on audio tape.

- o Providing adequate telephone communications, including the use of a Telecommunication Device for the Deaf (TDD) or the relay service, as an appropriate means of ensuring access for those with speech or hearing disabilities. In addition, the agency is addressing how to ensure that all employees who handle incoming calls are trained in its proper use.
- o Responding to an increasing number of stress related requests, including requests to work at home and for modified work schedules.
- o Evaluating when it is necessary to acquire or upgrade equipment and devices. For example, several of the regional offices provide voice computers to those with visual impairments. Yet, technology is constantly changing. This raises the issue of whether the agency can keep pace with the evolution of video text displays, flashing alarms, text telephones, as examples of an auxiliary service. When is it necessary to up-date?
- o Considering the elimination of any "no animals" policies. The agency has employees who use seeing eye dogs.
- o Evaluating when and where it is necessary to have pictorial signs to assist people with cognitive disabilities to differentiate between a men's rest room and a women's rest room? Similarly, maintaining fully accessible lavatories, including the use of automated doors, accessible mirrors and light switches.
- o Having plans in place to evacuate safely when the elevators are not available, for example in the case of a fire emergency.
- o Addressing how to restructure the existing work areas, such as adding railings and ensure 36" walk ways, to ensure full accessibility?
- o Recruiting and fully utilizing individuals with disabilities. The agency provides training work sites for vocational rehabilitation and uses the community groups to recruit employees. The Office for Federal Contract Compliance Programs (OFCCP) also utilizes

linkage agreements (agreements with the contractors) to provide for the employment of individuals with disabilities.

2. Produce or identify any reports that the Department or OFCCP has written or proposed on the federal disability accommodations

I have been informed that the Department of Labor has not produced any reports with regard to its Federal government disability accommodations. OFCCP enforces the Executive Order 11246, Sections 503 of the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Act, and the Americans with Disabilities Act. In addition, the Department enforces Section 504. None of those laws apply to discrimination by the Federal government on the basis of disability. The laws pertain to Federal contractors and federally assisted programs. However, Section 501 of the Rehabilitation Act prohibits federal executive branch agencies from discriminating against qualified individuals with disabilities. It also requires executive branch agencies to take affirmative action in the hiring, place, and advancing of individuals with disabilities. The individual would contact the equal employment opportunity counselor at the agency where the alleged discrimination took place. At the Department of Labor (DOL), the Office of the Assistant Secretary for Administration and Management receives any disability related complaints from DOL employees. However, the Equal Employment Opportunity Commission is the lead agency and the agency to which appeals would be directed.

Annual reports. The OFCCP's Annual Report for 1991 categorizes the private sector complaints filed, as follows:

- o 16 percent, trunk, spinal and abdominal defects
- o 13 percent, individual being regarded as disabled
- o 8 percent generalized or systemic diseases
- o 9 percent, upper extremities
- o 8 percent, neuromuscular
- o 10 percent, vision, hearing and speech
- o 6 percent, cardiovascular
- o Balance, respiratory, skin condition, allergy, gastrointestinal and genitourinary problems

3. Produce or identify any publications or brochures that OFCCP has written on those topics.

Neither the DOL's Office of the Assistant Secretary for Administration and Management (OASAM) or the OFCCP has written any brochures or pamphlets with regard to Federal disability accommodations. As noted above, the OFCCP's jurisdiction extends

to Federal contractors and subcontractors, not to Federal employees. I have been told that no brochures are available with regard to Section 501 of the Rehabilitation Act.

4. Describe briefly any other issues, accomplishments, and problems that OFCCP has identified that would bear on the charge to this Working Group.

One significant issue is that Federal employees are not covered by the Americans with Disabilities Act, because the definition of the term "employer" does not include the United States or any corporation wholly owned by the government. In addition, none of the laws that OFCCP enforces, such as Executive Order 11246, Sections 503, or VEVRAA, apply to discrimination against Federal employees on the basis of disability. The Executive Order bans discrimination on the basis of race, color, sex or national origin. Section 503 regulations apply to State and local government entities which have contracts with the Federal Government. The governmental entity, but not the Federal government itself, becomes subject to Section 503 and its regulations when the State or local government enters into a contract. The Vietnam Era Veterans' Readjustment Assistance Act of 1974 applies to Federal contractors with contracts of \$10,000 or more and protects qualified Vietnam era and special disabled veterans. Section 503 of the Rehabilitation Act of 1973, as amended, which is administered and enforced by the Employment Standards Administration's OFCCP, requires most private employers doing business with the Federal Government to take affirmative action to employ and advance in employment qualified individuals with disabilities. However, coverage is limited to employers with Federal contractors or subcontracts.

Federal employees also are not covered by the OFCCP regulations, that define the prohibited discrimination in employment against individuals with a disability. Under the private sector regulations, an individual with a disability is a person who: (1) has a physical or mental impairment which "substantially limits" one or more major life activities, (2) has a record of such impairment, or (3) is regarded as having such an impairment. One of the issues constantly surfacing is to what extent must the impairment be a limitation to be deemed as a "substantial limitation". If the individual can perform the job with some accommodation, to what extent is the Government required to make the adjustments? With regard to penalties, to what extent can the agency order the accommodation. Generally, OFCCP investigates for violations of Section 503 either through a compliance review or in response to the filing of a complaint. If a violation is found, the Federal contractor is asked to enter into conciliation negotiations. If conciliation efforts fail, the OFCCP requests the Solicitor to initiate administrative enforcement. Ultimately, a violation of Section 503 regulations may result in the withholding of proposed contracts, canceling,

suspending or terminating contracts, withholding of progress payments, and debarment. At issue, however, is the extent to which the agency may impose additional penalties and sanctions.

In terms of accomplishments, we are proud of the appointment of the Employment Standards Administration Assistant Secretary in July 1994 to the Architectural and Transportation Barriers Compliance Board (ACCESS). Similarly, the agency was honored with the appointment of the Employment Standards Administration Deputy Assistant Secretary in August 1994 to the White House Federal Disability Accommodations Working Group.

Moreover, the Department obtained \$8,438,351 in financial awards for Fiscal Year 1993 under Section 503 and the Americans with Disabilities Act. In addition, it obtained \$1,962,906 in other awards (accommodations / training). Thus far, for the first three quarters of Fiscal year 1994, the agency has obtained \$3,070,935 with an additional \$1,574,523 in other awards (accommodations / training). The OFCCP has conducted compliance reviews nationwide.

The agency also has instituted procedures for complaint charges based on employment disability subject to Section 503 of the Rehabilitation Act of 1973 and the ADA. The roles and authority between the Equal Employment Opportunity Commission (EEOC) and DOL were defined to avoid duplication of efforts in investigating and resolving complaints based on employment discrimination on the basis of disability. DOL also has a Memorandum of Understanding with the Public Health Service to assist the Department in addressing claims brought by DOL employees under Section 501 of the Rehabilitation Act. In 1993, regulations were issued to provide uniform procedures for implementing nondiscrimination provisions of the Job Training Partnership Act. On August 15, 1993, recipients under the Job Training Partnership Act and the State Employment Security Agencies submitted Methods of Administration (MOA). The MOAs assist in putting structures and systems in place to enhance compliance and identify technical assistance needs.

The Department of Labor is also one of the member agencies of the Javits-Wagner-O'Day (JWOD) Program. The JWOD program was created by Congress to provide job opportunities for Americans who are blind or have other severe disabilities. The JWOD Programs uses the massive purchasing power of the Federal government to procure products and services from community enterprises that train and employ individuals with disabilities. The DOL, along with the Department of Defense, the General Services Administration, the United States Drug Administration, and the Veterans Administration, decides which items are to be added to the JWOD Procurement List, and what price the government will pay for the products.

Finally, the Department can boast of a diverse workforce, including many individuals with disabilities. Secretary Reich is committed to doing even more.

I hope this information has been useful. For further information, you may contact me or my Executive Assistant Gale Barron Black at (202) 219-9475.



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE OF SPECIAL EDUCATION AND REHABILITATIVE SERVICES

THE ASSISTANT SECRETARY

TO : Stanley S. Herr
FROM : Howard Moses, Deputy Assistant Secretary
SUBJECT : Report to Federal Disability Accommodations
Working Group
DATE : September 27, 1994

1. Specific accommodations issues that the Department of Education is addressing.

- o The Department has concluded a review of the legal sufficiency of a proposed statement of work for emergency/back-up reader and interpreter services for ED employees. Presently, no adequate system exists for covering illness, vacations or other absences by staff readers and interpreters. The proposed contractual services offers the first such system of emergency and back-up services for the Department. Legal sufficiency was required to reconcile conflicts between procurement regulations and statutory requirements for reasonable accommodations.
- o The Office of Special Education and Rehabilitative Services/ED completed the establishment of a task order contract for braille services for departmental publications and documents through FY 1995.
- o The FY 1995 ED budget, submitted to OMB, requested the exclusion of Schedule A readers, interpreters and assistants from the FTE ceiling for the Department. Upon denial of this request by OMB, a Departmental pool of FTEs for readers, interpreters, and personal assistants was formulated within the current and projected FY 1995 ceilings. The pool is being managed by OSERS, and includes two FTE slots allocated for such reasonable accommodations.

The Secretary's Disability Work Group identified the creation of the pool as vital in addressing the issue of adequately providing reasonable accommodations. However, assigning only two slots to the pool for the entire Department limited its effect. In response, a policy proposal is currently under review for making the authority used in creating the pool of readers, interpreters, and personal assistants a flexible authority, thus allowing adequately coverage of all appropriate requests for reasonable accommodations. (See attached policy draft.)

Further, the Department's FY 1996 budget request, once again, includes the proposed exemption of Schedule A-related positions from the FTE ceiling.

- o The Department's fire safety evacuation plan and procedures are currently being revised, focusing on: 1) adequate audio and visual warning systems; 2) frontline and back-up buddy system; 3) evacuation training and coordination with local fire officials for individuals with disabilities; and 4) warning systems for building guests.
- o ED is currently developing a vigorous, nationwide network among disability rights organizations, centers for independent living, traditional civil rights organizations, vocational rehabilitation programs, and community based organizations for the recruitment of highly qualified individuals with disabilities and disabled individuals of color for departmental positions. Training for supervisors and staff with hiring authority on issues surrounding the hiring of qualified individuals with disabilities is currently being planned to supplement the recruitment initiative.
- o ED's Office of the General Counsel is leading the development of a Department policy for responding to requests for, and making ED documents and audio-visual materials available in braille, audiotape, e-text, open captioned and other alternative formats.
- o Accessibility standards and accommodations for employees with visual disabilities are being reviewed in the Department's move to a Windows-based LAN and electronic-mail system.
- o Improvements in the Department's voice-mail system includes: 1) the awarding of a contract for a system that accommodates the use of TDD equipment; and 2) the installation of equipment on all main office telephones that allow the detection of TDD calls for appropriate routing.

2. Reports developed or proposed by the Department of Education regarding the topics covered by the Working Group.

See attached.

PURPOSE: ACTION

DATE:

TO: The Executive Management Council
Through: ES _____

FROM: Judith E. Heumann, Assistant Secretary, OSERS
Rod McCowan, Assistant Secretary, OHRA

SUBJECT: Proposed Policy to expand Departmental pool of Schedule A Reasonable Accommodations (including Interpreters, Readers, and Personal Assistants)

As co-chairs of the Secretary's Work Group on the Recruitment, Advancement, and Access for People with Disabilities, we are recommending a policy proposal to address a long-standing problem related to the hiring and retention of qualified employees with disabilities. The problem is the inability to provide needed reasonable accommodations because of perceived administrative and budgetary constraints.

By law, we must provide reasonable accommodations for qualified employees with disabilities in those situations that such accommodations are essential to the performance of the primary functions of their jobs. Accommodations may include such services as readers for employees who are blind or visually impaired, sign language interpreters for employees who are deaf or hard of hearing, or notetakers and assistants for an employee with a manual or mobility disability. Accommodations might also include assistants or appropriately trained supervisors for developmentally disabled employees. Determining an appropriate accommodation must be considered based on the known disability and on a case-by-case basis. The costs of providing accommodations vary and are dependent upon the skill level and specific job duties of the individual employee, as well as the grade or pay level of the employee who needs the accommodation.

In cases where a full-time interpreter, reader, or personal assistant is required for high-level or professional employees, we and other agencies are usually able to provide these accommodations within our FTE ceiling and S&E budget, although some smaller agencies such as the Access Board sought and were given relief on their FTE ceiling levels to allow them to hire a reader/interpreter to accommodate the needs of several staff members. In the future, however, reduced staffing and S&E funding levels will make it more difficult to hire qualified people with disabilities who may require service-based accommodations. In such an environment, we envision substantially fewer employees with disabilities in the

Federal work force simply because we cannot provide reasonable accommodations within the constraints of FTE or budgetary restrictions. Managers could also be placed in the position of discriminating against qualified applicants with disabilities either by not offering them employment or by not providing accommodations required to enable such persons to perform effectively following employment. This is certainly counter to the intent the Secretary expressed in his memorandum of October 25, 1993 (attached).

LEGAL REQUIREMENTS

The Rehabilitation Act of 1973, as amended, (which applies to the Federal Government and federally funded programs and activities) and the Americans with Disabilities Act (ADA) of 1990 (which applies to the private sector and State and local government entities) require that we may not "...deny employment opportunities to an otherwise qualified job applicant or employee with a disability based on the need ... to make reasonable accommodation to such individual's physical or mental impairment." Accordingly, we have an obligation to provide reasonable accommodations within an atmosphere that is as restriction free as possible. Currently, the Schedule A appointing authority [Section 213.3102(11)] authorizes the provision of accommodations for employees who have disabilities. Moreover, these employees are legally entitled to those accommodations needed to perform their assigned job functions. Failure to provide accommodations may well result in discrimination against individuals with disabilities.

ISSUE

Recognizing that some applicants and employees with disabilities may require service based accommodations, the dilemma becomes one of providing these mandated accommodations in the most efficient and cost effective manner. The harsh reality is that under current policy, POCs must count assistants against their FTE ceiling. If POC's have reached their FTE ceiling, managers have and will make one of two inadequate choices: (1) not hiring persons with disabilities who need service-based accommodations or (2) reducing scarce program resources by utilizing diminishing FTEs for non-programmatic functions.

Currently, when there is one vacancy to fill, we may be forced to take an additional FTE allocated for another position which happens to be vacant in order to meet the accommodation needs of the employee with a disability. Alternately, if a second position is not vacant and no FTE is available, managers may well be forced to discriminate either by not hiring or by failing to meet the reasonable accommodation needs of that applicant subsequent to employment. If the choice is made to utilize two FTEs to hire the employee and to provide the accommodation, thus complying with the law, managers are then faced with a compromised ability to carry out it's offices functions and operations.

In past years, we and others have been able to make accommodations within our FTE ceilings or have been given permission to exceed those ceilings when needed to provide required accommodations. However, because of recent changes, Departments now may not exceed current FTE ceilings for any type of employee and must instead utilize another, existing FTE to hire an interpreter, reader, or assistant. If this is the only way to provide an accommodation, the result clearly will be a reduction in the number of staff positions available to carry out the work of the agency. This will also put supervisors and managers in the untenable position of having to choose between (1) not hiring (or retaining) a qualified employee with a disability who requires a service-based accommodation or (2) not providing that accommodation, either because an FTE is not available or for fear of not being able to carry out program functions with fewer staff. Selection of the second option may put the agency in jeopardy of violating anti-discrimination laws.

This issue has been addressed recently by the formation of a Departmental pool of FTEs for readers, interpreters, and personal assistants. The pool is being managed by OSERS. As of now, there have been two FTE slots allocated for this reasonable accommodation pool.

The Secretary's Disability Work Group feels that the creation of the pool was vital in addressing the issue of adequately providing reasonable accommodations. However, assigning only two slots to the pool for the entire Department doesn't seem adequate. The Secretary has been very clear about supporting efforts to diversify the Department's workforce. If we are to include qualified individuals with disabilities in our diversity efforts, including hiring, retaining and promoting those individuals, we must be prepared to adequately provide all reasonable and necessary accommodations.

Currently the Department employs 84 individuals with targeted disabilities. Of those 84 individuals, 15 are provided a reader, interpreter or personal assistant (17 percent) as reasonable accommodation. If the Department is successful in meeting the planned EEO goals for fiscal year 1994, which projects an increase of thirty-five percent (35%) of the number of employees with targeted disabilities, the number of FTE slots needed to provide accommodations would increase by six. This is assuming that the prevailing pattern remains consistent.

PROPOSED POLICY ACTION

The Disability Work Group proposes that the Department of Education establish a policy that addresses adequately providing reasonable accommodations to individuals with disabilities that is consistent with all applicable Federal laws. We recommend that the Department make the authority used in creating the pool of readers, interpreters, and personal assistants a flexible authority, thus allowing full coverage of all appropriate requests for reasonable

accommodations. The work group also recommends that the management of the reasonable accommodation pool be transferred from OSERS to the Office of Management.

DECISION

Approve _____ Signature _____ Date _____

Disapprove _____ Signature _____ Date _____

Other/Comments:

CONTACT: Howard Moses, OSERS, MES Bldg., Room 3006, 205-5465

**A Snapshot of HHS Activities:
Federal Disability Accommodations**

Reasonable Accommodations:

The Department of Health and Human Services is fully committed to providing reasonable accommodations for people with disabilities. As part of that commitment, operating units implemented many mechanisms which allowed DHHS to be responsive to the needs of employees and visitors that are disabled.

Reasonable accommodations for people with disabilities can take many forms, including sign language interpreters for people who are deaf, readers for people who are blind, restructuring jobs, adjusting work schedules, modifying worksites, obtaining specialized equipment and assistive devices, and providing personal care assistants.

- o The Administration on Developmental Disabilities (ADD) has provided guidance to the public and private sector on the promotion and reasonable accommodations for persons with disabilities.
- o The Office of the Assistant Secretary for Personnel Administration (ASPER) has managed a Department wide Interpreter Services Contract since March, 1983. This contract is used to obtain sign language and/or oral interpreting services for deaf, hearing impaired, and deaf/blind employees, applicants for jobs, and beneficiaries of services administered by DHHS.
- o The Department has contracted with an on-line gopher server to connect it to the internet. This new resource will afford wider dissemination of information, announcements, and documents. Thus, promoting departmental responsiveness and dialogue throughout its regions and networks.
- o ASPER, OS and ACF have installed electronic bulletin boards accessible to employees nationwide who have personal computers and modems. Boards post up-to-date information on a number of personnel issues (vacancy announcements, technical updates, newsletters, etc.)
- o Any Department information, announcement, or document is provided in alternative forms by request.
- o For the last three years, all Public Health Service agencies participated in the Marriott Foundation's Bridges program, an innovative supported work program for people with disabilities.

- o HHS hosts a biannual conference for employees with disabilities, where employees, selective placement coordinators, disability program managers, training officers, and facilities managers exchanged techniques for recruiting, hiring, promoting, and accommodating employees with disabilities.
- o Attached are the 1993 objectives for facility accessibility. The forthcoming 1994 report will confirm specific operating unit accomplishments, (next page, Appendix A).

Facility Accessibility

- A. List any unmet objectives for barrier removal that were established in previous submissions but have not been accomplished. Removal strategies are to be revised so that these objectives can be accomplished prior to the end of the fiscal year covered by this plan

Objectives	Original Target Dates	Revised Target Dates	Revised Removal Strategies
OS - Repair automatic openers on the restroom doors identified in the Humphrey building during the yearly safety inspection	FY 92	December 1993	All automatic door openers scheduled for replacement with new equipment in December 1993.
Region VII - Ensure that fire horns are in the elevator lobby and not enclosed in office space due to renovations. Provide amplifiers to make fire horns more audible in the building.	FY 93		GSA reports that this will be done when the fire alarm system is replaced according to the Prospectus Development Study (PDS) now in the data collection and planning process.
-Provide Braille signs for all restroom doors	FY 93		GSA provided signs for first floor and scheduled other floors under the Prospectus Development Study, which is in the planning process.
Region IX - Ensure that interior hallway doors meet pound-of-force standards and all exterior doors have single-action door knobs	FY 1993		Due to the historic trust status of the building, we cannot change the door's original hardware. The closers have been adjusted as much as possible.
PHS - Print and distribute revised accessibility guide for the Parklawn building	Jan. 92	June 1994	Revise guide consistent with new PHS accessibility guidelines

Facility Accessibility (Continued)

Objectives	Original Target Dates	Revised Target Dates	Revised Removal Strategies
-NIH: Review, prioritize, and implement recommendations from <i>Guide to Accessible Facilities at NIH</i> .	FY 92	September 1994	Complete plan by 1997 (provided adequate funds are available).
-NIH/NIEHS (North Carolina): Modify restrooms, fountains, and alarm systems on north campus.	September 1992	March 1994	
ACF- Conduct accessibility survey of all recently occupied ACF buildings.	March 1992	June 1994	Team of individuals with varying disabilities will conduct survey. They will consult and be assisted by the ACF Employees with Disabilities Advisory Committee and the ACF Equal Employment Manager.
-Establish library of equipment resources for making accommodations	March 1993	June 1994	Maintain directory of equipment accommodation resources in headquarters and in each region.

FACILITY ACCESSIBILITY (Continued)

B. List additional objectives for barrier removal during the period covered by this plan.

Objectives	Target Dates
OS - Install signs throughout the Humphrey building that comply with UFAS and ADA	FY 1994 through FY 1998
Region VII - Make all offices accessible for those in wheelchairs	FY 94 through January 1999
PHS - Develop procedures for reviewing accessibility and evacuation methods prior to moving into any new PHS facilities.	January 1994
- Update TDD/TTYs listings	March 1994

Issues, Accomplishments and Recommendations

REPORTS - CED AND EEOC

As of 1993, the Department had a total workforce of 118,823 individuals. Persons with reportable disabilities comprised 6.3% (or 7,486) of the workforce. The Department's 1994 report to the Equal Employment Opportunity Commission is now being prepared.

Based on the recommendation of the HHS Committee for Employees with Disabilities (CED), the Assistant Secretary for Personnel Administration (ASPER) established the Working Group on Career Mobility. Its primary charge was to investigate whether career opportunities for employees with disabilities are more limited than those of their non-disabled coworkers. The evidence presented in this report suggests that a glass ceiling phenomenon may exist resulting in disabled employees' disproportionate representation in the technical/clerical positions, at lower grade levels, and with few opportunities for upward mobility.

Data collected for the Department's annual report to the Equal Employment Opportunity (EEOC) show that a lower percentage of individuals with targeted disabilities receive promotions than the percentage receiving promotions in the total workforce. In addition, the numbers of individuals with disabilities participating in formal developmental programs remain fairly small.

Based on the survey findings, the workforce profiles, and anecdotal experiences, it appears that new Department-wide approach to providing career opportunities for disabled employees should be and is being implemented.

RAPID

As the career mobility working group moved forward its analysis and recommendations, ASPER also established a Disability Initiative Team. This team focused on the development of a functional model that could be implemented by the Department's operating components. The result of the team's efforts is a model entitled RAPID: Recruit and Promote Individuals with Disabilities. The RAPID complements the working group. There are two sections of the RAPID that are particularly applicable to career mobility; they are Career Advancement and Reasonable Accommodations. The RAPID provides a wealth of information on resources and strategies for improving career opportunities. Selective Placement Coordinators and Disability Program Managers have lead programmatic responsibilities for implementing RAPID.

NEW RECRUITING STRATEGIES

For this past year, HHS chose employment objectives that were much more ambitious than those for previous years. We made considerable progress toward those objectives, even though we did not fully attain them. In order to meet our current objectives, we have implemented the following recruiting strategies:

1. Project ABLE, an OPM database to match people with

disabilities and Federal jobs.

2. New recruitment materials, including an open-captioned video and a braille directory of career opportunities for individuals who are deaf, hard-of-hearing, or visually impaired.
3. Electronic bulletin boards and E-mail to announce job vacancies and encourage applicants.
4. An Applicant Flow Data form to measure our recruitment efforts and to determine where to focus our activities.

MENTORING PROGRAM

DHHS is currently beginning a pilot mentoring program to meet affirmative action goals relating to minorities and people with disabilities. The purpose of this program is to provide a positive learning experience and enhance career potential through guidance, direction and support. The program will give employees the opportunity to learn the organizational culture, (business process, values and beliefs, management systems, jobs and structure). Participation in this program will assist with career goals and objectives. Thus, enhancing the long range mobility or advancement of the employee. Initial participants include: Administration for Children and Families (ACF), Office of the Secretary (OS), and Administration on Aging (AOA).

PROJECT ABLE

HHS was instrumental in establishing Project ABLE, a database in OPM's Automated Applicant Referral System that matches people with disabilities with Federal job opportunities. Social Security disability beneficiaries who are "job ready" under the state's vocational rehabilitation programs are eligible for the program. Although currently limited to individuals from Maryland, Virginia, and the District of Columbia, and to Federal employers, Project ABLE may eventually serve as a nationwide database.

OFFICE FOR CIVIL RIGHTS (OCR)

Attached (next page, Appendix B) is a an OCR report, **Investigated Complaints in FY94 Workload Raising Employment Issues**, with Section 504 and ADA Subsets.



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary

Office for Civil Rights
Washington, D.C. 20201

MEMO

DATE: September 26, 1994

FROM: Dennis Hayashi, Director
Office for Civil Rights

TO: Andrea Atran

SUBJECT: Federal Disability Accommodations Working Group
Request for Information

Attached for your information is an Office for Civil Rights (OCR) report, **Investigated Complaints in FY 94 Workload Raising Employment Issues**, with Section 504 and ADA Subsets. This report shows the following statistics:

- o that 17% of all investigated complaints (open or closed as of August 12, 1994) in the FY 94 workload were cases in which only a disability-related employment issue had been raised.
- o that another 2.6% of the total raised a disability-related employment issue as well as a non-employment issue.
- o that in total, 19.5% of the FY 94 workload raised at least one disability-related issue.

OCR is addressing the following accommodation issues which should be brought to the attention of the Working Group:

- o provisions for interpreters for hearing impaired persons seeking medical attention from private practitioners and small providers of health care. Some private practitioners and small providers believe that the ADA imposes an undue burden on their practices.
- o provisions for modification of work schedules, job restructuring, and the use of assistive devices and equipment.
- o provisions for physical accessibility.

As a federal employer, OCR is focusing on modernizing (updating) devices utilized to provide accommodations for its employees. Such efforts include upgrading personal computer equipment and software for visual impaired employees, upgrading and expanding TTD equipment, increased use of scanners and voice recognition technology.

Formats used by OCR, both for its employees and customers, include TTD, braille, large print, tapes and computer discs(floppies).

Also attached for your information is a listing of OCR issuances under Section 504.

Attachments

Written Reports and Publications

SECTION 504 PUBLICATIONS DEVELOPED BY OR AVAILABLE THROUGH THE OFFICE OF CIVIL RIGHTS

REGULATIONS

45 CFR Part 84, Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefitting from Federal Financial Assistance

45 CFR Part 95, Enforcement of Nondiscrimination on the Basis of Handicap in Programs or Activities Conducted by the Department of Health and Human Services

FACT SHEETS

Your Rights as an Individual with Handicaps Under SECTION 504 (Available in English, Spanish, Korean, Vietnamese, Tagalog, and Haitian Creole)

Your Rights as a Person with HIV Infections, AIDS, or Related Conditions (Available in English, Spanish, Korean, Vietnamese, Chinese)

OTHER PUBLICATIONS

Section 504 of the Rehabilitation Act of 1973 Briefing Guide

Institutional Health Care Providers (Medicare/Medicaid Recipients), Section 504: Nondiscrimination on the Basis of Handicap

Accessibility Modifications (Guidelines for Modifications to Existing Buildings for Accessibility to the Handicapped*

Uniform Federal Accessibility Standards (Presents uniform standards for the design, construction, and alteration of buildings so that physically handicapped persons will have ready access to and use of them in accordance with the Architectural Barriers Act)*

*** These are not OCR publications but due to the nature of the information, they have obtained supplies that are distributed to their constituencies.**

OTHER REPORTS AND BROCHURES

- o The HHS Committee for Employees with Disabilities, Career Mobility Working Group, created a report examining issues and recommendations related to this Department's employees with disabilities. The analysis utilizes focus group findings, workforce profiles, and the results of a Department wide survey. To the best of our knowledge, this is the first time a study of this type has been done anywhere in the Federal government. We expect these findings will also be of interest to the larger Federal community.**

- o A disability team was established that focused on the development of a functional model for the recruitment, employment and advancing of people with disabilities. The result of the team's efforts is a model entitled RAPID, (Recruit and Promote Individuals with Disabilities). The RAPID complements the working group. The RAPID provides a wealth of information on resources and strategies for improving career opportunities. Selective Placement Coordinators and Disability Program Managers have lead programmatic responsibilities for implementing RAPID.
- o Currently, the RAPID resource list is being revised and will be automated by being posted on the ASPER and OS bulletin board. RAPID appendices have been placed on diskettes. Individuals outside and within the Department will be notified of its electronic availability.
- o PHS has created a directory of information technology accommodations for persons with disabilities. The main purpose of the directory is to help PHS Information Resource Management (IRM) Directors and other managers and supervisors to better understand information technology accommodation, (ITAs), so that they can be of greater assistance to employees with disabilities. An information technology accommodation, (ITA) is any device or software which helps a person with a disability to use general purpose or scientific office equipment, such as computers, telephones, filing systems, copiers, recorders and the like. The Federal Information Resources Management Regulations (FIRMR) addresses agencies' responsibilities with regard to providing equal access to information technology. The Directory can assist in this effort by offering the combined ITA experience of all PHS Agencies.
- o HHS' Affirmative Action Program Report for People with Disabilities was prepared and submitted to the Equal Employment Opportunity Commission, in accordance with the Rehabilitation Act of 1973.

THE WHITE HOUSE

WASHINGTON

TO: Members of Federal Disability Accommodations Working Group

FROM: Stanley S. Herr, Chair

SUBJ: Minutes of Second Meeting and Next Steps

DATE: October 3, 1994

On September 29, the DPC's Federal Disability Accommodations Working Group with 22 members in attendance representing 20 agencies met at the Old Executive Office Building for 95 minutes.

Our next meeting will be held on November 17th, 2:00 to 3:30 in the White House Conference Center, Eisenhower Room (second floor) 1726 Jefferson Place, NW. Please confirm your attendance by calling Beverly Pechtel at 456-5571 or faxing to 456-7028.

We agreed to form subgroups that would meet in the interim to frame major recommendations and findings in their respective area of focus. Attached please find suggested compositions of those working groups based on your indications of preference at the last meeting. Each subgroup has a listed coordinator, and you each have a list of the full working group to facilitate communication. If you have any questions, or would like a different assignment (some of you had listed more than one preference, and others of you missed the last meeting), please feel free to call me at 456-5570.

To clarify a point I raised at the last meeting, we need only make a status report to update the Domestic Policy Council on our progress by the end of November. We will be able to go beyond that time to make our final report. If we are able to exchange draft recommendations in November, we will be well on track.

The September 29th meeting closely followed our agenda and included informative presentations by the following individuals:

- John Wodatch (Civil Rights Division, Justice Department) described the purpose of the "Primer on Disability Laws that Apply to the federal Executive Agencies" (distributed in the packet of reports). He also announced the largest monetary settlement to-date by the Justice Department of a public accommodations claim, involving access to dental care by individuals with AIDS/HIV.

- Karen Megorden and Curtis Kron (Bureau of Reclamation, Department of Interior) made a full presentation on the Accessibility Data Management System (ADMS). Since they provided everyone with a briefing package, I would summarize here that ADMS become operational this month (October 1994); offers a management tool, database, and public access directory; will reduce reporting time by 60%; and has as its goal a common system for Federal agencies to track complaints, measure compliance, and inform the public of accessibility features in its various programs. ADMS has incurred \$1.5 million in development costs.

- Bob Williams (Administration of Developmental Disabilities, Department of Health & Human Services) queried whether ADMS would cover section 508 issues, and was advised that it was on the list for future enhancements of the system.

- Howard Moses (OSERS, Department of Education) led off the discussion of agency "snapshot reports" by identifying such problems as the need for more FTE slots to permit the hiring of individuals with disabilities who require interpreters and assistants for workplace accommodations; the provision of centralized departmental funding for making documents accessible in alternative formats; making computer systems accessible, especially windows-based systems and voice mail; and recruitment and dispersal of employees with disabilities throughout the department rather than the ghetto effect of concentrating them in disability-related programs.

- Marilyn Thornton (Career Entry Group, OPM) noted that two systems are in existence to support recruitment of persons with disabilities as federal employees.

- Lila Farazian (Department of Energy) echoed some of the above listed problems and noted that some exemptions might be needed against hiring ceilings, the lack of FTE slots due to downsizing of the government, and an emphasis on making accommodations at a time when bringing on new employees is difficult.

- Stan Herr (Domestic Policy Council) closed by noting that any further reports and updates from the agencies would be welcomed. The ultimate aim of the Working Group is to prepare a concise report with practical recommendation to the full Domestic Policy Council that would emphasize common problems faced by the various agencies and possible solutions that would advance the dialogue and produce real change. The next meeting was called for November 17th in the White House Conference Center, as noted above. Draft recommendation or other subgroup comments for circulation at that meeting should reach Stan by November 15th.

Thanks are expressed to all the members of the working group for their excellent cooperation and enthusiastic response to this mission.



General Services Administration
Public Buildings Service
Washington, DC 20405

SEP 22 1994

Mr. Stanley S. Herr
Office of Domestic Policy
The White House
Washington, DC 20500

Dear Mr. Herr:

This is in response to your memorandum of September 12, 1994, regarding the August 18 meeting of the Domestic Policy Council's Federal Disability Accommodations Working Group and your request at the meeting for the following information:

Responsibility for the implementation of the Architectural Barriers Act (ABA) of 1968, and the resulting standards, the Uniform Federal Accessibility Standards (UFAS), falls under the General Services Administration's (GSA's) Public Buildings Service, Office of Design and Construction. Mr. Steve McCormick, our Accessibility Program Manager, will attend your September 29, 1994, meeting and present a brief overview of our activities.

Listed below are the Public Buildings Service's responses to the four-part assignment given at the August 18 meeting. Our colleagues will be sending their submissions under separate cover.

1. Identify some of the specific accommodations issues that your department or agency are now addressing.

GSA, as one of the four standard-setting agencies identified in the ABA, has taken an aggressive approach to providing accessibility in buildings designed, constructed, renovated, and leased by this agency.

Ms. Julia M. Stasch, Deputy Administrator of GSA, is a member of the Architectural and Transportation Barriers Compliance Board, and is the appointed Chair of the Federal Facilities Work Group. This group is charged with updating the UFAS to be consistent with the Americans with Disabilities Act (ADA) standards. We expect the UFAS update process to take several months.

Following a comparison of the two standards, it became apparent that, in some areas, a dichotomy existed between UFAS and ADA. To establish the Federal Government in a leadership position of providing the highest level of accessibility in design and



-2-

construction until this update is accomplished, GSA has adopted a policy of using the more stringent standard, whether it be UFAS, the ADA Title II Interim Final Guidelines, or Title III ADA Standards.

2. Produce or identify any reports that your agency has written or proposed on the topics covered by this Working Group.

Each year, GSA submits an annual report to Congress outlining any waivers or modifications to the UFAS which we have granted. As a general policy, we encourage every effort be made to make Federal facilities accessible. Only in rare cases when accessibility cannot be provided, do we grant a waiver or modification of Federal accessibility standards. Enclosed is a copy of GSA's portion of the fiscal year 1993 annual report to Congress.

3. Produce or identify any publications or brochures that you have written on those topics.

N/A

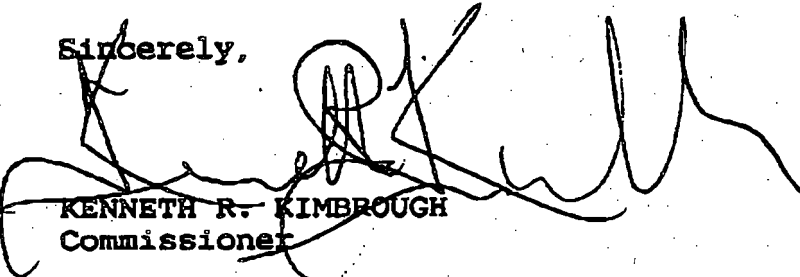
4. Describe briefly any other issues, accomplishments, and problems that your agency has noted that bear on the charge to this Working Group.

Beginning in late 1990, GSA embarked on an intensive accessibility training program for our Central Office and regional office personnel. Although originally scheduled to be a 1-year effort, our training is ongoing to date. In addition to training over 1,200 GSA employees, training has been given to several Federal agencies, including the Departments of Agriculture, Housing and Urban Development, Veterans Affairs, Education, and Transportation.

Since the accessibility program is a dynamic effort in applying developing technology, we expect our training effort to continue into the foreseeable future.

We appreciate the opportunity to participate in the Federal Disability Accommodations Working Group. If you require additional information, please contact Mr. Steve McCormick on 501-0989.

Sincerely,



KENNETH R. KIMBROUGH
Commissioner

Enclosure



General Services Administration
Annual Report of Activities Under the Requirements of
The Architectural Barriers Act, as Amended

**General Services Administration
Annual Report of Activities Under the Requirements of
the Architectural Barriers Act, as Amended**

Introduction:

The General Services Administration (GSA) is continually increasing the accessibility of buildings and facilities in our inventory. New buildings are being built, older buildings are being renovated, and leased facilities are the most accessible offered by the private sector.

The Deputy Administrator of GSA is a member of the Architectural and Transportation Barriers Compliance Board (ATBCB) and was actively involved in "rulemaking" and other activities associated with the implementation of the Americans with Disabilities Act (ADA) of 1990. The GSA Public Buildings Service (PBS) Accessibility Program Manager attended scheduled Board and Committee meetings of the ATBCB, as well as most of the special meetings called to develop rulemaking for the ADA.

Training Program:

In fiscal year 1993, GSA continued hands-on training of the Uniform Federal Accessibility Standards (UFAS) and additional training on the comparisons of UFAS and ADA. Over the past few years, GSA has trained over 1,200 of its PBS employees nationwide. Accessibility trainees included building managers, building designers, leasing specialists, interior designers, repair and alteration specialists, child care specialists, and fire protection engineers.

GSA has also provided accessibility training to other Federal agencies, such as the Department of Housing and Urban Development, the Federal Aviation Administration, the Department of Education, the Department of Veterans Affairs, and the Administrative Office of the United States Courts.

New Accessibility Policy

GSA has not issued, revised, or repealed any accessibility standards during fiscal year 1993. However, a new policy has been established within GSA, effective July 8, 1992, that all new GSA design and construction projects will comply with the more stringent standard, whether it be UFAS or Title III of the ADA standard. Our goal is to follow the highest standard and provide maximum accessibility.

Updating of the Existing Standard

We have started the process to update the UFAS standard to be consistent with the new ADA standards. GSA submitted comments on the ADA Title II standards which cover State and local government facilities, scheduled to be published in 1994.

Meetings have been held between the four standard-setting agencies of the Federal Government and the ATBCB to begin the updating process. Until the UFAS is updated, GSA's policy of following the highest standard will ensure that our buildings provide the highest level of accessibility during the update process.

Accessibility Complaints Opened and Closed During Fiscal Year 1993

Each year, the number of accessibility complaints made against GSA-controlled buildings has decreased. In addition, we have been able to close complaints in less time, thereby reducing our backlog.

Thirteen new accessibility complaints were opened in fiscal year 1993. During this same period of time, we closed seventeen complaints. The total number of open complaints at this time is eleven.

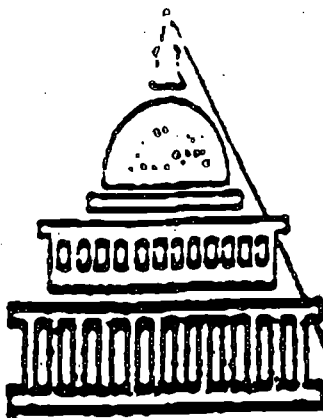
Waivers and Modifications of UFAS Granted by GSA During Fiscal Year 1993:

Each request for a waiver or modification of UFAS is carefully considered to ensure that every reasonable effort has been made to make the subject facility accessible before a waiver or modification is granted. In addition, we coordinate our actions with the ATBCB to confirm whether a complaint has been filed, how the subject entity responded to that complaint, and what actions were taken to make their facilities accessible. Only when we are assured that every effort has been taken to make the facility accessible do we recommend that a waiver of modification be granted.

During fiscal year 1993, GSA granted five modifications and three¹ waivers of the UFAS.

PBS Central Office

Facsimile Cover Sheet



To: Mr. Stanley S. Herr
Office: Office of Domestic Policy

Office Telephone: _____

FAX Telephone: 456-7028

No. of Pages (including cover sheet) 6

From: _____

Office: _____

Kenneth Kimbrough
PBS-Central Office
Washington, DC

Office Telephone: _____

FAX Telephone: _____

501-1100

501-2300

Ken Tiktin

Department of Transportation

TASKS

1. Identify specific compliance issues DOT is grappling with.
Sign language interpreters--quality
quantity
reimburseable agreements
inter-agency sharing

Transportation-Accessible vans & buses for events, training, etc.

Disability Awareness in general--raise interest to a higher priority

2. Identify reports of interest to working groups
DVAAP/ FEORP/EEOC

3. Any publications or brochures to share with the task force

4. Other brief discussion of accomplishments within the Department
On-going classes "Introduction to American Sign Language and
Deaf Culture"
Monthly meetings of interagency Selective Placement Coordinators
discussions, problem-solving, sharing of issues related to
employees with disabilities
Bi monthly awareness workshops "Experiential Workshop on
Disability Awareness"--interagency
Train the Trainer--program to enable agencies to facilitate the
experiential workshop without the assistance of OST official
National Disability Awareness Campaign
Interagency, regions and headquarters--guest speakers
videos, workshops, lecturers, etc.
DOT Coalition of Minorities, Women, and Disabled
membership and involvement



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
OFFICE OF THE SECRETARY
WASHINGTON, D.C. 20410-0001

TO: Stan Herr, The White House
FROM: Thea Spires, ^{to} HUD
RE: Federal Disability Accommodations Working Group
Assignment
DATE: September 26, 1994

HUD's federally-conducted 504 rule was published in June, and HUD is preparing to initiate the required self-evaluation. One aspect of the self-evaluation will be to review and revise existing procedures related to reasonable accommodation requests.

Some work has been done regarding employment-related reasonable accommodation requests. A guide for managers and supervisors, "The Employment of Persons with Disabilities", was developed and distributed in April, 1994. The guide provides a considerable amount of information about reasonable accommodations, including a section on such topics as "determining undue hardship", "types of reasonable accommodations", and "medical documentation", and a section on "procedures for processing requests for reasonable accommodations". The guide also includes a "Reasonable Accommodation Request" form, a glossary of functional limitations, and an extensive list of resource agencies.

Little work has been done on customer-related reasonable accommodation requests.

1. Specific accommodations issues now being addressed by HUD

Most "accommodations" noted by the office of personnel involved structural, equipment and/or communication-related modifications that were required programmatically (to meet general accessibility standards) rather than as responses to specific accommodation requests. Examples include: all elevators renovated to meet ADA access standards; water fountains in certain areas lowered to UFAS height; ADA-required signage installed in some areas; power doors installed in a few areas;

ramps and private shower areas installed in fitness center.

The few employee-specific accommodations that were noted included the following actions: installation and relocation of strobe lights as necessary in offices of hearing-impaired employees; provision of TTYs; interpreter services; modification of office furniture; installation of specially designed strength machine in fitness center.

2. Reports

At this time, no reports related to reasonable accommodation issues have been produced.

3. Publications or brochures

As noted above, HUD has produced a guide for managers and supervisors that includes information on employee accommodations. The guide is titled "The Employment of Persons with Disabilities".

SEP 27 1994

Stanley Herr;
Domestic Policy Council

Attached is EPA's response to the request of the Federal Disability Accommodations Working Group. Nelson Hallman will be representing EPA at the Thursday meeting. Any further communication on this subject should be directed to John C. Chamberlin 202 260 8400 or FAX(202 260 8408).

John C. Chamberlin

ENVIRONMENTAL PROTECTION AGENCY

ADA Accommodations

1. It is the policy of the Agency to meet the requirements of ADA and the Uniform Federal Accessibility Standards in all new construction and renovation projects at EPA facilities. Compliance with these standards is part of the Health and Safety review of plans. Deficiencies identified at existing facilities are typically corrected either by the facility or through the Agency's facility improvement process. An example of a major project designed to meet accessibility requirements is the new elevator for Narragansett that will provide access to the second floor of the office portion of that facility. Other examples would be the wheelchair accessible control panels that we installed in the Headquarters elevators and the ramps and handicapped accessible bathrooms in Headquarters that GSA had installed through the lessor when the lease was renewed.

2. Attached is a copy of the relevant section on accessibility of the Draft Laboratory Standards. This standard is made a part of the basic requirements for all new facilities. Also attached is a section of the Design Document for the Consolidated RTP Facility that describes the accessibility accommodations.

3. It is GSA policy to require lessors to make their buildings handicapped accessible when they negotiate or renegotiate leases. In those buildings that EPA owns or leases, it is our policy to meet ADA requirements when leases are renegotiated or renovations are made. In many instances, small renovations are undertaken solely to make ADA accommodations.

For new laboratories it is currently Agency policy to design rooms to be adaptable for use by persons with disabilities. This means that the width of each room will be sufficient to accommodate wheelchairs, the casework is modular and flexible so that it can be modified with no structural changes required, and all doorways and corridors are accessible. The particular concern we have for laboratories is in fume hoods and casework, which must also meet strict scientific standards. ADA accessible hoods are available, and adjustable casework can accommodate most configurations required. It is the intent of this policy to allow accommodation to be made in whichever area of the lab it may be required, rather than trying to prejudge what and where accommodations will be needed. All common areas of the facility, including bathrooms, corridors, lobbies, entries, as well as offices are designed to be accessible.



Department of Energy

Washington, DC 20585

September 21, 1994

TO: STANLEY S. HERR

SUBJECT: DISABILITY-RELATED ISSUES CURRENTLY ADDRESSED
BY THE DEPARTMENT OF ENERGY

Per your memorandum of September 12, 1994, I am forwarding the enclosed information about the Department of Energy's computer and electronic accommodations program for people with disabilities, and the disability-related issues currently addressed by the Department for your review.

If you need further information, please call me. Since I am hearing-impaired, I can be reached by dialing the DC Relay Center at (202) 855-1000. Your call will be facilitated by a relay communication assistant who will ask for my TDD office number which is (202) 586-5654.

I will be able to attend the next meeting on September 29th, and look forward to seeing you again.

A handwritten signature in cursive script, reading "Lila Farazian", is positioned above the printed name.

Lila Farazian
Coordinator, Affirmative Employment
Program for People with Disabilities

Encl.



DISABILITY-RELATED ISSUES CURRENTLY ADDRESSED
BY THE DEPARTMENT OF ENERGY

Following are the employment and accommodations issues which the Department of Energy is currently addressing:

EMPLOYMENT ISSUES:

In order to promote and increase employment opportunities for people with disabilities, the Department of Energy successfully obtained an authority from the Office of Management and Budget (OMB) in January 1993 for an exemption from full-time equivalent (FTE) ceiling controls for hiring people with disabilities, including disabled veterans, sign language interpreters, readers, and personal assistants for the Department's employees with disabilities under the excepted appointing authorities. The success of the Department's ceiling exemption program for hiring people with disabilities has been hampered by the hiring and ceiling restrictions imposed by the Office of Management and Budget (OMB) Bulletin No. 93-08.

Furthermore, a large number of military bases across the country are in the process of closing down, and many Department of Defense (DOD) employees are being laid off. The National Defense Authorization Act for FY 1993, enforced by the Office of Personnel Management (OPM), requires all Federal agencies to give full consideration to the job applications of displaced Defense employees before selecting any candidate from outside the agency. Consequently, this law considerably slows down Federal agencies' efforts to increase the employment rate of disabled veterans and people with disabilities.

Due to the current downsizing efforts and scarcity of full-time equivalent (FTE) slots at the Department of Energy, managers and supervisors tend to overlook qualified applicants with disabilities and select those who seem to be "the Best and the Fittest" to fill those scarce FTE slots in their organizations. Because of the persistent myths and misconceptions, managers and supervisors tend to think that qualified applicants with disabilities cannot be the best qualified ones because of their severe disabilities. Consequently, it has become extremely difficult for highly qualified applicants with disabilities to compete for scarce FTE slots with women, minorities and other people who do not have disabilities. This unusually intensive competition perpetuates the Darwinian theory of "the Survival of the Fittest," and slows down Federal agencies' efforts to increase the employment rate of disabled veterans and people with disabilities.

I suggest that a central pool of FTE slots be established as a great incentive to encourage Federal managers and supervisors to hire people with disabilities and personal assistants (including interpreters and readers) under excepted appointing authorities at all Federal agencies. I suggest that the National Defense Authorization Act be amended to allow Federal agencies to select qualified candidates with disabilities from outside the agency without being required to give full consideration to the job applications of displaced Defense employees who do not have disabilities.

Currently, it is optional for managers and supervisors to take disability awareness training seminars. In fact, not many of them are highly motivated to take this necessary training seminar. Consequently, the myths, misconceptions and stereotypes about disabilities continue to perpetuate themselves at all Federal agencies, and discourage Federal managers and supervisors from increasing the representation of qualified people with disabilities.

I suggest that, like the AIDS awareness training, disability awareness training seminars be made mandatory for all Federal managers and supervisors in order to effectively eliminate those persistent myths, misconceptions and stereotypes and to open the Federal government's once-closed door to highly qualified people with disabilities.

ACCOMMODATIONS ISSUES:

The Department of Defense (DOD) established the central Computer/Electronic Accommodation Program (CAP) in 1990 to assist DOD field offices in procuring and providing adaptive devices for DOD employees with disabilities. The CAP program assisted DOD to significantly increase the employment and career advancement opportunities for people with disabilities by having successfully eliminated a wide variety of artificial barriers. The CAP office services as the primary DOD program office responsible for providing computer and electronic accommodations to individuals with disabilities, and assists DOD field offices by providing financial resources for services to make long-term training programs easily accessible. The CAP office also assists DOD field offices to fully integrate the electronic accommodations of persons with disabilities with the information resources management planning, programming, budgeting and acquisition processes.

Efforts to support the computer/electronic accommodation needs of employees with disabilities at the Department of Energy (DOE)

have been decentralized with each field office having their own program in addition to the Department of Energy Headquarters' program. While this arrangement meets existing requirements, the Department of Energy needs to expand and coordinate the program, especially in light of new DOE initiatives to increase employment and career advancement opportunities for people with disabilities. Occasionally, funding to procure adaptive devices has been difficult to obtain. There is no network among the Department of Energy field offices to expedite the acquisition and provision of accommodation services for people with disabilities. Furthermore, the Department of Energy does not provide additional financial assistance to small DOE field offices for reader/interpreting services for employees with visual or hearing impairments, for training opportunities for DOE employees with disabilities. Since some accommodations are expensive, many managers and supervisors have a hard time budgeting for these expenses, and therefore, are discouraged from hiring more people with disabilities.

The Department of Energy is currently considering the suggestion that the Department establish a central fund from which organizations can draw for procuring adaptive devices and support services, and the suggestion that the Department of Energy develop and implement a centralized DOE-wide accommodations system similar to the Department of Defense's CAP program. If the Department of Energy finds it feasible to adopt the above suggestions, the new program will eventually provide a wide variety of computer/electronic accommodations services for all DOE field offices, and will provide financial assistance to small DOE field offices for reader/interpreting services and for disabled employees' training opportunities. Such a centralized department-wide program will review the results of DOE field offices' efforts and provide constructive program feedback.

The Federal government needs to implement a new regulation which requires all Federal agencies to establish a separate line item in the annual Federal budget plan to provide resources and financial assistance to meet accommodation needs of Federal employees with disabilities.



United States Architectural and Transportation Barriers Compliance Board

1331 F Street, NW • Washington, DC 20004-1111 • 202-272-5434 (Voice) • 202-272-5449 (TDD) • 202-272-5447 (FAX)

MEMORANDUM

TO: Stan Herr
White House, Office of Domestic Policy

FROM: Lawrence W. Roffee *LWR*
Executive Director

DATE: September 22, 1994

SUBJECT: Disability Accommodations Report

This memorandum is the report that was requested at the August 18, 1994 meeting of the new Federal Disability Accommodations Working Group.

1. Identify some of the specific accommodations issues that your department or agency are now addressing.

The Access Board leads all Federal agencies in the percentage (39%) of people with disabilities employed in our workforce. We have worked with each employee to make job accommodations and have not found them to be costly or difficult to make. The most common accommodation is simply flexible working hours. We are most proud of the accommodations we have made so that one of our Accessibility Specialists who is deaf, can easily perform her shift on our Technical Assistance telephone lines. A contractor, with materials purchased at a hardware store made a wire splinter so an interpreter can listen to the call using a head set. The interpreter is easily able to interpret the callers voice.

2. and 3. Produce or identify any reports, publications, or brochures that your agency has written or proposed on the topics covered by this working group.

The Access Board has produced over 20 publications on various aspects of accessible design. Our publications list is attached. The publications are available free of charge and most are available in large type, cassette tape, computer disk, and braille.

4. Describe briefly any other issues, accomplishments, and problems that your agency has noted that bear on the charge to this Working Group.

a. The Board has passed a resolution urging all Federal agencies to adopt the ADA Accessibility Guidelines (ADAAG) as the accessible design standards to use in the construction, leasing, or alteration of Federal buildings and facilities. We believe the ADAAG is a much more state-of-the-art set of guidelines than are the Uniform Federal Accessibility Standards (UFAS) which were developed in 1984. The General Services Administration, the Department of Interior, and the Department of Defense have announced they will use ADAAG. The Department of Justice has urged all Federal agencies to use ADAAG in their Section 504 regulations. This Work Group could continue to urge the use of ADAAG for Federal buildings and facilities.

b. The Board has a strict policy about having documents which are for public distribution available in alternate media which includes large type, cassette tape, computer disk, and braille. We have found that many Federal agencies do not make their documents available in these formats. The Government Printing Office will not make documents it sells or distributes available in any alternate format. The Working Group could press Federal agencies and the Government Printing Office to comply with the law and produce their materials in alternate formats.

Attachment

September 23, 1994

Memorandum For Stanley S. Herr

Thru: Larry Parks

From: Carolyn Gunney

Subject: Commerce Activities in Support of Federal
Disabilities Accommodations

The Department of Commerce is fully committed to providing reasonable accommodations for people with disabilities. As part of that commitment, operating units implemented many mechanisms which allowed Commerce to be responsive to the needs of employees and visitors that are disabled.

I. A listing of specific accomplishments, by operating units, follow.

Office of the Secretary

- Three sets of brass rails were installed at entrance steps of the main building. ✓
- The braille elevator emergency procedures signage has been completed in all elevators. ✓
- A survey was completed at the main building to determine the number of rest rooms needing modification to accommodate people with disabilities. ✓

Bureau of Economic Analysis

- The Bureau of Economic Analysis (BEA) relocated to a new facility. The building is fully accessible to people with disabilities. ✓
- For individuals with a hearing impairment, TDD systems are provided in the Public Information Office and at individual work stations. ✓
- For individuals with a sight impairment, public access, information, and emergency signs have the information in braille. Recently released data from BEA is available in voice recorded messages for sight impaired clients and the general public. ✓

Census Bureau

- All employees who have a hearing disability were provided with an opportunity to obtain an automated vibrating system that alerts them to situations requiring immediate evacuation.
- Permanent accessible parking spaces was established for visitors with disabilities.
- A directional sign was posted at the main entrance in Suitland, Maryland to notify people with physical disabilities that assistance is provided upon request.
- A TTY was installed in the Public Information Office to enable people with hearing disabilities to request products and information.
- The Equal Employment Opportunity Office and the Public Information Office purchased decoders to provide close captioned videos for persons who have hearing disabilities.
- Accessible restrooms, including showers, were installed in the exercise facility in Jeffersonville.
- Dual access door operators were installed at seven locations in Jeffersonville.
- TTYs and directional signs were installed in all regional offices and telephone centers.

National Institute of Standards and Technology

- Restrooms were modified throughout the site to accommodate people with disabilities.
- Accessible ramps, handicapped parking areas, and drinking fountains were installed throughout the facility to accommodate people with disabilities.
- A sound amplification system was installed in the auditoriums.
- A TDD phone mail system was installed in the office of Civil Rights. A pay TDD was installed near the auditoriums for visitors.
- Elevators were modified by adding auditory and braille features.

National Oceanic and Atmospheric Administration

- NOAA relocated to four newly constructed buildings in Maryland that are all fully accessible to people with disabilities.
- Regional offices and laboratories renovated bathrooms, provided parking services, built ramps, and installed electric doors to accommodate people with disabilities.

Patent and Trademark

- Parking spaces for the handicapped were installed.
- Restrooms were updated to accommodate people with disabilities.
- Stairwells in Crystal Plaza 3 and 4 were updated.

II. Commerce has written several reports addressing Federal Accommodations for the Disabled. Titles of some of the more recent reports are listed below.

- The Bureau of the Census recently completed a report entitled "Americans with Disabilities: 1991-92" -- the first comprehensive disability survey ever undertaken by the Bureau. This report will be useful in establishing baseline numbers as the Nation works to reduce barriers faced by persons with disabilities.
- The Bureau of the Census prepared a statistical brief entitled "Americans with Disabilities". The brief addressed, in part, the impact of having a disability on employment status.
- The National Institute of Standards and Technology released a report, for public comment, entitled "The Information Infrastructure: Reaching Society's Goals." The first chapter addresses meeting the needs of people with disabilities in developing the National Information Infrastructure. The report was prepared by the Committee on Applications and Technology of the Information Infrastructure Task Force.
- Commerce's Affirmative Action Program Report for People with Disabilities was prepared, and submitted to the Equal Employment Opportunity Commission, in accordance with the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 791 ET SEQ.

III. Commerce encourages new and innovative ideas on how to continue meeting the needs of people with disabilities. Listed below are a few notable accomplishments that might bear on the charge of the working group.

- In honor of the Federal Disability Awareness Month, the Department of Commerce is hosting the sixth annual interagency Accessible Computer Technology (ACT) exhibit. Ronald H. Brown, the Secretary of Commerce, will be the keynote speaker at the opening ceremony on October 5, 1994, at 9:30 A.M. in the Main Commerce Auditorium on the first floor, 14th Street and Constitution Avenue, N.W. Awards will be presented for outstanding performances by Federal workers, managers and vendor.

Exhibitors are invited to stage their technology in the lobby and demonstrate its application. The ACT, held this year October 5 & 6, 1994, is a collaborative effort of fourteen government agencies which contribute toward employing those with disabilities. This year private sector associations are being invited to join in the ACT. Commerce is very proud of this tradition and the good works that have come from it. As a result of the past ACTs, a wave of new accessible technology has been made available.

The General Services Administration's (GSA) Clearinghouse on Computer Accommodation (COCA) and Council on Accessible Technology (COAT) has coordinated and will present a free seminar on October 5 at 1:00 P.M. - 3:00 P.M. in the Main Auditorium. The seminar entitled "National Information Infrastructure: Electronic Access for All" will focus on Advancing Modality Choice Through Captioning. A panel of consumers with disabilities, researchers and commercial developers will exchange views and demonstrate progress with applications that support user choice of information media.

In keeping with the goals of the National Performance Review (NPR), this initiative promotes getting the information to the entire American community by the most efficient and effective means possible.

The exhibits are open in the Commerce Main Lobby following the opening ceremony until 4:00 P.M. and the next day, October 6, 9:00 A.M. - 2:00 P.M.

- The International Trade Administration implemented a program which allows each unit, headed by an Assistant Secretary, to respond positively to request for reasonable accommodations. Each unit must set aside \$1500. Disabled employees make a written request to their supervisor. If the supervisor agrees, the request is forwarded to the Handicap Coordinator. A committee consisting of one representative from each unit reviews and approves all submitted requests. If the request is approved, the appropriate Assistant Secretary is notified of the need to authorize the allocation of funds.

Recent examples of its use include the purchase of special equipment including a large 20 inch monitor, a closed circuit television, zoom caps that enlarge keyboard keys, and a voice activated computer.

- Commerce revised the Real Property Management Manual to increase compliance with accessibility requirements in facilities leasing program. The revised provision should help reduce physical barriers for persons with disabilities to Commerce programs and activities.
- Under a Cooperative Research and Development Agreement with United Technologies' Otis Elevator, the National Institute of Standards and Technology is working to develop fire safe elevators to be available to evacuate disabled individuals in emergency situations.
- Larry Irving, the Assistant Secretary for The National Telecommunications and Information Administration, attended a meeting on Americans with Disabilities on August 4, 1994. He addressed the importance of building in accessibility for the disabled to the equipment and networks of the National Information Infrastructure at the onset rather than waiting to retrofit products and the infrastructure.
- Additionally, the National Telecommunications and Information Administration will hold an electronic hearing on the issue of universal access to the National Information Infrastructure. Access points will be set up in public libraries which will provide Americans with disabilities an excellent opportunity to have additional input into the process of redefining universal service.
- The Patent and Trademark Office developed an applicant referral system for individuals with disabilities. This system has markedly increased applicant referrals for individuals with disabilities.

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Publications Checklist

ACCESS BOARD (U.S. Architectural and Transportation Barriers Compliance Board)

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The Access Board produces or distributes the following publications. Single copies (regular print, braille [B], cassette [C], disk [5 ¼" DD floppy disk in ASCII format], or large type [LT]) are available at no cost. Circle the publication number (M41, for example) for a regular print copy or one of the letters (B, C, D, LT) for a single alternate format.* Clearly print your name and address in the space provided on the back of this form. Any publication may be photocopied or reprinted to use for nonprofit educational purposes.

The publications on this list may also be ordered through the Board's telephone or fax numbers as shown above. When you reach the automated switchboard, press 1 on your phone keypad to access the publications ordering menu. Allow three to five weeks for delivery.

GENERAL PUBLICATIONS

Pub.

No. Format

- M41** B C D LT **Access America:** A newsletter about the Access Board and its activities. To be added to the newsletter mailing list, check here []
- G08** B C D LT **Publications Checklist:** Additional copies of this order form can be obtained from the Access Board.
- G14** B C D LT **Americans with Disabilities Act Accessibility Requirements:** An overview in tabular form of accessibility requirements, effective dates, regulations, and enforcement of Titles I-IV of the Americans with Disabilities Act (12/91)
- P93** B C D LT **Annual Report to the President and Congress:** Report on Access Board activities for the previous fiscal year
- G15** B C D LT **Filing a Complaint ... It's Your Right:** Explains how to file an Architectural Barriers Act complaint with the Access Board about inaccessibility involving buildings designed, built, or altered with certain Federal funds or leased for occupancy by Federal agencies. Includes complaint form. Also provides a brief overview of other Federal accessibility laws (3/93)

ACCESSIBILITY GUIDELINES AND STANDARDS

- S14** B C D LT **Americans with Disabilities Act Accessibility Guidelines (ADAAG):** Accessibility requirements for new construction and alteration of buildings and facilities covered by the ADA. Also includes Department of Justice regulations for public accommodations and commercial facilities (7/91)
- S04** C **Uniform Federal Accessibility Standards (UFAS):** Design, construction and alteration standards for access to federally funded facilities (4/88)

ARCHITECTURAL ACCESS

- S09** D **Americans with Disabilities Act Accessibility Guidelines (ADAAG) Checklist:** A checklist for applying ADAAG in the design, construction, and alteration of buildings and facilities, including transit facilities (2/93)
- A26** C D **Hands-on Architecture:** Contains pertinent information from a Board-sponsored research project with suggested standards for specifying controls and operating mechanisms (12/86)
- S06** D LT **Technical Paper on Accessibility Codes and Standards:** Compares the *Minimum Guidelines and Requirements for Accessible Design* and the *Uniform Federal Accessibility Standards* with local, state, and foreign access codes and standards (7/89)
- S05** D **Uniform Federal Accessibility Standards (UFAS) Accessibility Checklist:** A checklist for applying UFAS in the design, construction, and alteration of buildings and facilities (6/90)
- S07** D **UFAS Retrofit Manual:** This 300-page document, based on UFAS, contains easy-to-understand, practical solutions to often-encountered alteration situations (4/91)

*If you represent a library or other organization needing more than one alternate format, call the Access Board.

- S10 D **Recommendations for Accessibility Standards for Children's Environments:** A technical report presenting draft standards for facilities that serve pre-kindergarten through elementary-aged children. Includes post-occupancy evaluations (1/92)

COMMUNICATION ACCESS

- C01 B C D LT **Assistive Listening Systems:** Describes commercially available devices and systems for making public address and other types of communication systems more accessible to persons with hearing impairments (10/91)
- C07 B C D LT **Using a TTY:** Describes how to make and receive TTY (also known as text telephone or TDD) calls, how to use a TTY machine, and how to recognize and answer TTY calls received on phones used for voice calls (7/92)

TRANSPORTATION ACCESS

- T19 B C D LT **Aircraft Stowage Procedures for Battery-Powered Wheelchairs:** Describes a procedure for safely stowing battery-powered wheelchairs on aircraft to conform with regulations governing hazardous materials, based on practices of several domestic and foreign air carriers (9/88)
- T10 B C D LT **Guidelines for Aircraft Boarding Chairs:** Guides purchasers, designers, and manufacturers of boarding chairs in the design and purchase of safer and more effective devices; also identifies elements of a proper training program (10/91)
- T27 B C D LT **Securement of Wheelchairs and Other Mobility Aids:** Provides technical assistance to transit operators and people with disabilities on how to secure most common manual and power wheelchairs, including three-wheel scooters. Discusses training and policy issues and lists transit agencies that have developed effective securement systems for dealing with these devices (9/90)

TECHNICAL ASSISTANCE BULLETINS

An ongoing series of technical assistance bulletins for design professionals developed from frequently asked questions about specific ADAAG provisions. Current bulletins include:

- A29 B C D LT **Bulletin #1: Detectable Warnings** (lists manufacturers)
- A31 B C D LT **Bulletin #2: Visual Alarms**
- A32 B C D LT **Bulletin #3: Text Telephones**
- A33 B C D LT **Bulletin #4: Surfaces (Slip-Resistant)**
- A34 B C D LT **Bulletin #5: Using ADAAG**
- A35 B C D LT **Bulletin #6: Parking**

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August 1994

Chair
Duff

Mar

Thurs Nov 11 2-3:30

Fed Dis Accomoda Working Group

all have reports on agencies

physical facil
employ accomoda
customers
public at large

53397

report for DPC in Nov.

synthesize reports + what should sub groups
be to create topic
recommendations.

possible sub groups

- 1) empl: workplace accomoda issues / workplace
arrangement
work at home
- 2) biz: other acco design issues
- 3) public accm: - non-physical accessibility issues
- 5) ADA - Govt & grantees/contractors

FEDERAL DISABILITY ACCOMMODATIONS WORKING GROUP

Potential subgroups and preliminary and partial analysis of departmental and agency reports

1) Employment and workplace accommodations issues:

- * alternative formats for job application materials (OPM, p.1)
- * automated referral programs for persons with disabilities, titled Project Able (Able Beneficiaries' Link to Employers) and the Job Ready Disabled Veterans Connection (OPM, p.2-3)
- * centralized funding for reasonable accommodations to remove a disincentive to hiring persons with disabilities (VA, p.1)
- * sign language interpreters -- grappling with quality, quantity, reimbursable agreements, and inter-agency sharing issues (DOT, p.1)
- * transportation-accessible vans & buses for events and training -- grappling with this issue (DOT, p.1)
- * monthly placement coordinator meetings addressing issues relating to employees with disabilities (DOT, p.1)
- * bi-monthly disability awareness workshops (DOT, p.1)
- * suggest disability awareness training become mandatory for all Federal managers and supervisors (DOE, p.2)
- * training programs to enable agencies to facilitate workshops (DOT, p.1)
- * DOT Coalition of Minorities, Women, and Disabled (DOT, p.1)
- * "The Employment of Persons with Disabilities" guide providing information on reasonable accommodations and an extensive list of resource agencies (HUD, p.1)
- * installation/reallocation of strobe lights as necessary for hearing-impaired employees (HUD, p.2)
- * TTY provision, interpreter services, modification of office furniture and specially designed strength machine installed in fitness center (HUD, p.2)
- * DOE obtained OMB authority in 1/93 for exemption from full-time equivalent (FTE) ceiling controls for hiring people with disabilities. Ceiling exemption hampered by OMB Bulletin No.93-08 (DOE, p.1)
- * National Defense Authorization Act for FY 1993 requires all Federal agencies to give full consideration to displaced Defense employees before selecting any candidate outside the agency -- propose act be amended/ central pool of FTE slots to allow hiring of candidates with disabilities (DOE, p.1-2)
- * flexible working hours (AB, p.1)
- * automated vibrating system as evacuation alert (DOC, p.2)
- * Affirmative Action Program Report for People with Disabilities submitted to Equal Employment Opportunity Commission (DOC, p.3)
- * program allowing each unit to set aside \$1500 and respond positively to requests for reasonable accommodations - recent examples of program use include zoom caps enlarging keyboard keys & voice activated computer (DOC, p.5)

2) Building and other accessibility design issues:

- * updating UFAS standards to be consistent with ADA standards (GSA, p.1)
- * limited waivers or modifications of UFAS granted (GSA, p.2)
- * ongoing (to date) accessibility training program trained over 1,200 GSA employees - training also given to several Federal agencies (GSA, p.2)
- * all new design and construction projects will comply with a more stringent standard (whether UFAS or Title III ADA) (GSA, p.1)
- * all new construction and renovation projects to meet ADA and UFAS standards (EPA, p.1)
- * all elevators and some water fountains renovated to meet ADA or UFAS standards (HUD, p.1)
- * ADA-required signage, power door, ramp and private shower installation in some areas (HUD, p.1-2)
- * ramps, accessible control panels and bathrooms installed in Headquarters (EPA, p.1)
- * meet ADA requirements when leases renegotiated or renovations made in all buildings owned or leased by EPA (EPA, p.1)
- * small renovations undertaken solely for ADA accommodations (EPA, p.1)
- * all new laboratories designed to be adaptable for use by persons with disabilities (EPA, p.1)
- * urge all Federal agencies to adopt ADAAG as design standards for construction, leasing or alteration of Federal buildings/facilities (AB, p.2)
- * elevators modified, stairwells updated, rest rooms surveyed and/or installed, rails, braille signs, dual access door operators, TTYs, TDDs and sound amplification systems installed in various operating units (DOC, pp.1-3)
- * BEA and NOAA relocated to fully accessible buildings (DOC, p.1 & 3)

3) Information, technology applications, and public accommodation issues (including government information in alternative formats):

- * special account for the purchase of adaptive technology to ensure that federal employees with disabilities have equivalent access to all information resources to do their jobs (VA, p.4)
- * over 20 accessible design publications available in large type, cassette tape, computer disc, and braille (AB, p.1)
- * press Federal agencies and Government Printing Office to produce materials in alternate formats (AB, p.2)
- * raising disability awareness issues to a higher priority (DOT, p.1)
- * ongoing classes "Introduction to American Sign Language and Deaf Culture" (DOT, p.1)
- * National disability awareness campaign at all agency levels -- guest speakers, videos, etc. (DOT, p.1)
- * TDD systems provided in Public Information Office (and at

- individual work stations (DOC, p.1)
- * recently released BEA data available in voice recorded messages (DOC, p.1)
- * Census Bureau accessible parking spaces established for visitors with disabilities (DOC, p.2)
- * TTY installed in Public Information Office (DOC, p.2)
- * Equal Employment Opportunity Office and Public Info. Office purchased decoders for close captioned videos (DOC, p.2)
- * Census' comprehensive disability survey (DOC, p.3)
- * Census' statistical brief addressing, in part, employment issues for those with disabilities (DOC, p.3)
- * applicant referral system for individuals with disabilities (DOC, p.5)
- * DOD established Computer/Electronic Accommodation Program (CAP) in '90 to provide adaptive devices for employees with disabilities. (DOE, p.1)
- * DOE's efforts decentralized - suggest program be expanded and coordinated - raises issues of expense (DOE, p.1-2)
- * currently considering establishment of central fund for adaptive devices and support services similar to DOD's CAP program - if approved will provide computer/electronic accommodations and reader/interpreting services (DOE, p.2)
- * wire splinter installed (materials purchased at hardware store) enabling interpreter to listen to & interpret calls (AB, p.1)
- * "The Information Infrastructure: Reaching Society's Goals." - First chapter addresses meeting needs of people with disabilities (DOC, p.3)
- * 6th annual Accessible Computer Technology exhibit (DOC, p.4)
- * free seminar focusing on advancing modality choice through captioning (DOC, p.4)
- * electronic hearing on issue of universal access to the National Information Infrastructure (DOC, p.5)

4) Law compliance issues (relating to the Federal Government, its grantees, and contractors):

- * See "Primer on disability Laws that Apply to the Federal Executive Agencies"
- * promptly responding to accessibility complaints (number of complaints decreasing annually and cases being closed in less time thus reducing backlog)(GSA, p.2)
- * revision of Real Property Management Manual to increase compliance with accessibility requirements (DOC, p.5)
- * frequent reiteration by the Secretary of nondiscrimination and affirmative action policies for people with disabilities (VA, p. 3)