

# “Best Practices in Community Inclusion for Persons With Disabilities”

Final Survey Findings

ADA 25 Task Force

Metropolitan Mayors Caucus





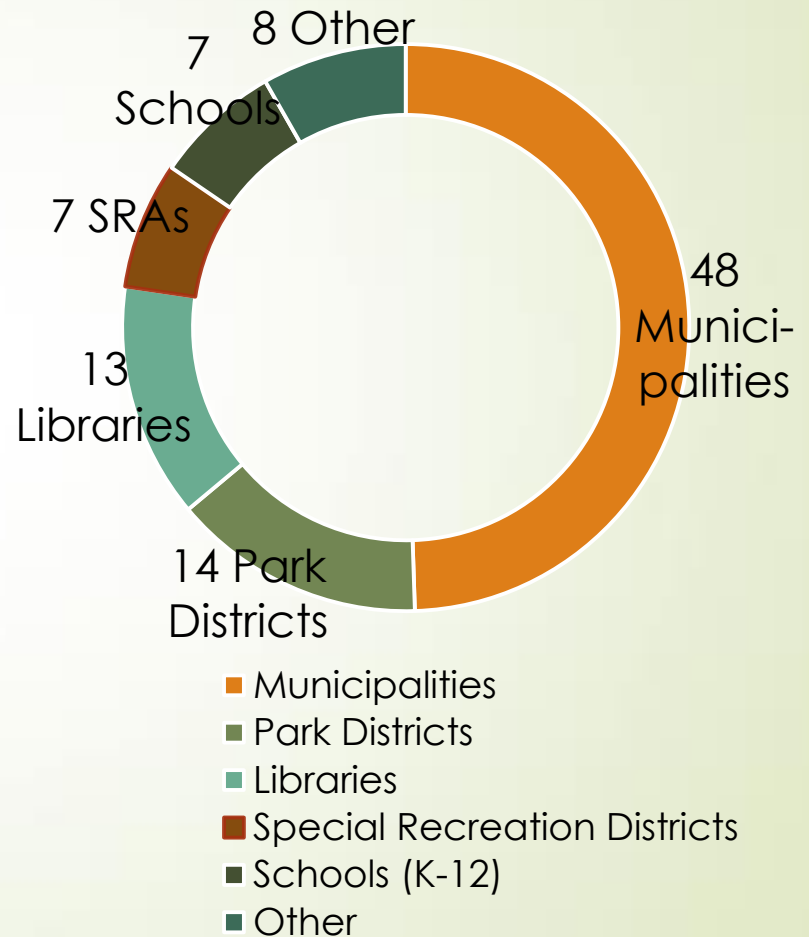
# Survey Distribution

- [www.surveymonkey.com/s/MMCaccessibilitysurvey](http://www.surveymonkey.com/s/MMCaccessibilitysurvey)
- Distributed May and June, 2015

# 104 Survey Participants

*from 97 Public Agencies/Organizations*

- **48** Municipalities
- **14** Park Districts
- **13** Libraries
- **7** Special Recreation Associations
- **7** Schools (K-12)
- **8** Other



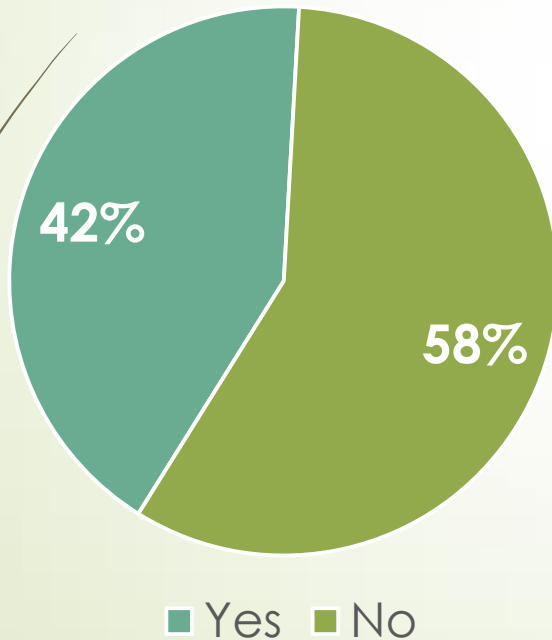


# Participant Job Functions

- **Elected Officials:** Mayors, Trustees
  - **Administration:** Village Managers, Library Directors, Superintendents, CEOs
  - **Building & Facilities:** Operations, Facilities Management, Public Works, Architect
  - **Program Coordinators:** Disability Services Coordinators, Youth Directors, Special Recreation Coordinators
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# Designated Staff Members Working on ADA Inclusion

## Municipalities with a Designated Staff Person Who Addresses ADA Needs



➤ **Municipalities:** 42% have a designated staff person who addresses ADA needs

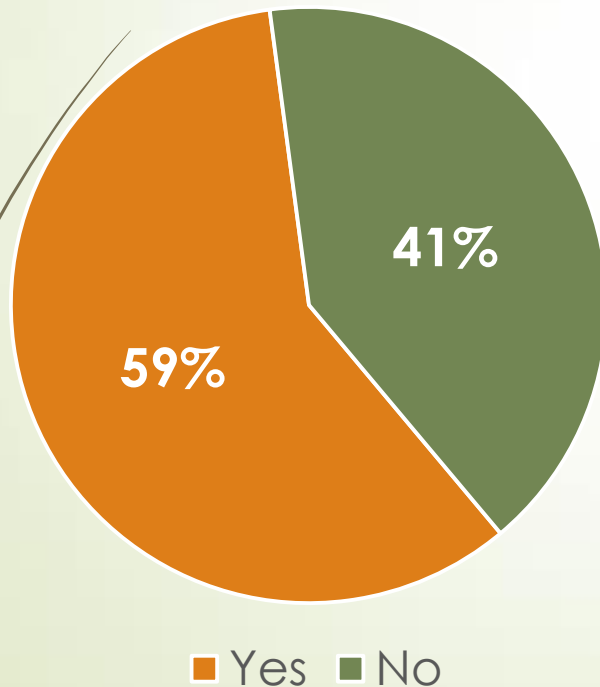
➤ Assistant Village Manager or Program Coordinator

➤ **Disability Services Coordinators:** Evanston, Arlington Heights, Village of Downers Grove (**3 out of 48**)

**City of Chicago:** Mayors Office for People with Disabilities

# Designated Staff Members Working on ADA Inclusion

All Organizations with a Designated Staff Person Who Addresses ADA Needs



- **Across all organizational categories:** 59% have a designated staff person
  - **Park Districts:** recreation supervisors
  - **Other organizations:** titles vary widely
- 86% of organizations with a designated staff person expressed interest in connecting with each other



# Citizen Commissions:

## 11 Communities work on ADA issues

- ▶ **ADA-Specific Commissions:**

- ▶ City of Chicago MOPD convenes issue-based committees
- ▶ Arlington Heights: Commission for Citizens with Disabilities
- ▶ DeKalb: Advisory Commission on Disabilities
- ▶ Evanston: ADA Advisory Committee
- ▶ Naperville: Advisory Commission on Disabilities

- ▶ **Broader Commissions that overlap:**

- ▶ Orland Park: Community Relations Commission
- ▶ Park Forest: Senior Commission
- ▶ Rolling Meadows: Urban Affairs Commission
- ▶ Schaumburg: Committee on Aging
- ▶ Wilmette: Human Relations Commission
- ▶ Woodridge: Senior Task Force

# Accessibility:

Local policies, procedures, & programs

## Policies and Procedures

- **Libraries** refer to IL Library Association's ADA Standards
- **Municipalities** refer to IL ADA Code, IL Building code, zoning requirements
- **Some communities** have conducted *Accessibility Audits* and created *ADA Transition Plans*
  - Orland Park, Schaumburg, Grayslake Park Dist, Rolling Meadows Park Dist, Evanston, Carol Stream, McHenry County Conservation Dist **(7)**
- **Schools:** students w. disabilities receive an Individualized Education Program
- **City Colleges of Chicago:** Disability Access Centers

## Programs

- Provide accommodations and programs geared towards disability topics
- Staff disability awareness training
- American Sign Language Interpreters available for meetings



# Housing:

Local policies, procedures, & programs



(WR CDC)

- ▶ Many communities work collaboratively with non-profit groups and private organizations to meet housing needs
  - ▶ **Northwest Housing Partnership** has extended the Handyman program to include person's with disabilities (Indic. by Arlington Heights, Mount Prospect)
- ▶ **Building Plans**
  - ▶ **Schaumburg:** Village's 5-Year Consolidated Plan addresses future supportive housing needs
  - ▶ **Villa Park:** Reviews building plans and inspects new construction for ADA compliance



# Housing:

Local policies, procedures, & programs

- **Subsidized Housing: 6 communities**
  - **Mount Prospect:** Meyer's Place - subsidized housing unit for p.w.disabilities
  - **Wilmette:** Housing Assistance Program which provides financial support to persons with disabilities who meet certain income guidelines
  - **Lakewood:** Partnered with Pioneer Center to create group home for young adults with special needs.
  - **Lakewood:** TIF District has \$1M set aside for housing for young adults with special needs. Contributes to portfolio of affordable housing stock required by the state.
- **Non-Profit Program:** Open Communities (formerly "Interfaith Housing Center of the Northern Suburbs")



# Employment:

Local policies, procedures, & programs

- ▶ **Policies**
  - ▶ Equal opportunity employer / employ p.w.disabilities
  - ▶ Make accommodations – ex. flexible schedules
- ▶ **Municipal Programs:** Arlington Heights Citizen Commission
  - ▶ **2009:** Created Annual Employer Award for a local business recognized has an inclusive employer
  - ▶ **2014:** Released "Business Information Packet" as a resource to hiring and employing persons with disabilities
- ▶ **Library Programs:** Skokie Public Library collaborates with local high schools to offer transitional work experience
- ▶ **Non-Profit Programs**
  - ▶ Center for Independent Futures
  - ▶ Jjs List (also an ADA25 partner)
  - ▶ Valley Sheltered Workshop, Batavia
  - ▶ No Boundaries, Evanston

# Transportation:

Local policies, procedures, & programs



(SFMTA)

## Programs

- **PACE Dial-A-Bus** paratransit services (12 surveys)
- **Taxi subsidy program** (5 municipalities: Arlington Heights, Woodridge, Schaumburg, Villa Park, Downers Grove)
- **Door-to-door bus service** in McHenry Co. and Elk Grove Township
- **Van programs** for some schools and park districts
- **Metra Free Ride application assistance** provided by Mount Prospect



# Technology:

Local policies, procedures, & programs

## Technologies Used

- **Internet-related technologies (19 surveys)**
  - Online chat, ADA compatible websites, adaptable font sizes, etc.
- **Hardware:** adapted keyboards, magnifying machines
- **TTY/TDD phones, Closed Captioning**
- **Hearing assistance** for public meetings (**6 surveys**)
- **iPads and online chat** to facilitate non-verbal communication when needed

## Programs

- **IL Talking Books Outreach Center**
- **Foss Park District:** working towards portable computer lab to assist p.w.disabilities with computer skills.



# Innovative Outreach Initiatives & Collaborative Efforts

- **School/Library Collaboration:** e.g. Glen Ellyn Library
- **Rolling Meadows Park District:** Ability Awareness Day at day camps & preschool
- **Veterans Park District (Northlake):** Free special recreation carnival and encourage participation from both special needs and non-special needs families
- **Glen Ellyn Public Library:** homebound delivery for library materials
- **Carol Stream:** Police Department's Social Service Unit
  - Community outreach to underprivileged families
  - Referral service, diagnostic consultation, crisis intervention, counseling



# Innovative Outreach Initiatives & Collaborative Efforts

- ▶ **Skokie Public Library:**
  - ▶ Dog Therapy for children with disabilities
  - ▶ Inclusive Teen Social Group
  - ▶ Specific volunteer opportunities for p.w.disabilities
  - ▶ Music demonstration classes, in collab. With pediatric therapy centers
  - ▶ Displaying artwork from Douglass Center for ADA25 event in October
- ▶ **Evanston Library:** Hosted Special Needs Family Resource Fair
- ▶ **Glen Ellyn Library:** Participates in the Targeting Autism Forum, a state program to connects libraries with other community stakeholder organizations; educates about providing inclusive services
- ▶ **Itasca Library:** Participates in Light It Up Blue, worldwide autism awareness event
- ▶ **Wilmington:** School students w.disabilities work shadowing program
- ▶ **Will-Grundy Center for Independent Living**
  - ▶ Teach HS students w.disabilities about their rights
  - ▶ Work with non-profit organizations to educate on disability-related laws.
- ▶ **Foss Park District:** Hosting a Baseball Clinic for kids with all abilities for all over Lake County on July 25



# Innovative Outreach Initiatives & Collaborative Efforts

## Townships

- Provide bus transportation, as well as information about transportation services
- **Wheeling Township:** Advisory council for person's with disabilities.
- **Ela Township:** Social worker who provides resources

## Special Recreation Associations (32 in Illinois)

- Collaborative agreement among park districts, cities and villages to provide recreation and leisure opportunities for p.with disabilities.
- Also provide education opportunities to children and adults on community inclusion
- **Staff:** Certified Therapeutic Recreation Specialists, Program Specialists, Parks and Rec
- **Palatine Park Dist:** Portion of our annual tax levy goes to be a member and serve the residents of our jurisdiction





# Community Needs

## Identified in Survey Responses

- Take advantage of new technology, and assistance with implementing current technology
- Better identify what needs exist
- Better access to public transportation
- Affordable wheelchair-accessible taxicab service
- Equipment needs
- Crosswalk technical assistance and visually impaired technology, esp. near senior centers and in downtown areas
- Technical assistance in ADA inclusion urban/park planning (Blue Island, Foss Park District)
- Library staff training in “Universal Design Learning”



# Big Picture Trends

- Ample examples of innovative collaboration
- Identified both success stories and gaps in service
- Desire to do more
- Interested in connecting more with each other
  - Challenge: wide variety of staff titles
- “It would be helpful to learn what others are doing to promote accessibility.” (Village of Downers Grove)