MENDOCINO COUNTY BOARD OF SUPERVISORS
AGENDA SUMMARY

BOARD AGENDA # 5(2)

Agenda Summaries must be submitted no later than noon Wednesday, 13 days prior to the meeting date

TO: Board of Supervisors DATE: September 29, 2005

FROM: County Executive Office AGENDA DATE: October 4, 2005

DEPARTMENT RESOURCE: Kristin McMenomey PHONE: 463-4441 Present ☐ On Call ☒

CEO RESOURCE: Kristin McMenomey PHONE: 463-4441 Present ☐ On Call ☒

Consent ☒ Regular Agenda ☐ Est. Time for Item: Urgent ☐ Routine ☒

■ AGENDA TITLE: **Adoption of the Mendocino County ADA Transition Plans and Self-Evaluation Plan**

■ PREVIOUS BOARD OR BOARD COMMITTEE ACTIONS: None.

■ SUMMARY: See attached memorandum.

■ ALTERNATIVES: 1) Do not approve the ADA Transition Plans and Self-Evaluation Plan.

■ WILL PROPOSAL REQUIRE ADDITIONAL PERSONNEL? Yes* ☐ Number ____ No ☒

*If yes, has this been through the Personnel Process? Yes ☐ No ☒

FISCAL IMPACT:			
Source of Funding	Current F/Y Cost	Annual Recurring Cost	Budgeted in Current F/Y
N/A			Yes ☐ No ☐

RECOMMENDED ACTION/MOTION: The Board of Supervisors hereby adopts the Mendocino County ADA Transition Plans and Self-Evaluation Plan.

■ CEO RECOMMENDATION: Agree ☒ Disagree ☐ No Opinion ☐ Staff Report Attached ☐

BOARD ACTION

1) ☑ Approved ____ 3) ☐ Denied ____

2) ☐ Referred to ____ 4) ☐ Other ____

Date of Action 10-4-05

Send 12 Complete Sets (original single sided) - Items must be cleared through Appropriate Departments and/or County Counsel Rev. 02/00

MENDOCINO COUNTY *MEMORANDUM*

EXECUTIVE OFFICE

Date: October 18, 2005

To: Board of Supervisors

From: Kristin McMenomey, Deputy Executive Officer KM

Subject: ADA Self-Evaluation and Transition Plans

In January 2000, the County settled Case No. C-99-03217 VRW, North Coast Empowerment Team, et al v. County of Mendocino. The complainants alleged that the County failed to follow the planning process required by law for making County facilities and programs accessible to people with disabilities. As part of the settlement, the County agreed to hire Sally Swanson Associates (SSA) of San Francisco as a consultant to develop Transition Plans for County facilities and curbs and sidewalks within the County's jurisdiction. SSA also assisted County departments in the self-evaluation process. Staff, together with SSA representatives, conducted public meetings in Mendocino, Fort Bragg, and Ukiah regarding these plans.

Transition Plans. The County's Transition Plans identify and prioritize structural barriers to access to (1) County facilities and (2) pedestrian facilities (e.g., curbs and sidewalks) that are part of the County Maintained Road System. Prioritization of barriers is based on five factors: severity; frequency of facility use; nature of program requiring access; type of facility; and annual budget of public entity. A cost estimate for remediation of each identified barrier is included in the Plans. The Director of Transportation is responsible for implementing the Transition Plan for pedestrian facilities within the County Maintained Road System; the General Services Director is responsible for implementing the Transition Plan for County facilities. A summary of the Transition Plan is herein attached as **Exhibit A**. A complete full copy of the Transition Plan is available through the General Services Department.

Despite the delay in the presentation of the Transition and Self-Evaluation Plans to the Board of Supervisors for formal adoption, both the Department of Transportation and General Services have been continually active over the past several years in the process of brining County facilities into compliance, and ensuring that new facilities are constructed to ADA standards.

Self-Evaluation Plan. The departments of Human Resources, General Services and the Executive Office have collaborated to complete the County's Self-Evaluation Plan, with input from County departments. This Plan identifies non-structural (i.e., programmatic) barriers to County services, and includes an evaluation of the County's current services, policies and practices in regards to disabled access and, where necessary, makes recommendations. It identifies the County's ADA Coordinator and his/her responsibilities, and outlines the County's ADA grievance procedure. The Plan also describes the responsibilities of the Director of Transportation and the Director of General Services relative to the Transition Plans. The Self-Evaluation Plan is attached as **Exhibit B**.

Transition Plans and Self-Evaluation Plan. Both Plans are now ready for Board of Supervisors review and adoption.

Funding. Despite the progress made to date, the total cost to implement the Transition Plans, and thereby remove remaining barriers to access, represents a significant fiscal challenge. While the County has an absolute requirement to remove barriers to access, it nonetheless is allowed to plan for the work in a manner and a time frame which will not impair our ability to provide (i.e., pay for) the services the citizenry requires and the Board of Supervisors supports. ADA

retrofitting has been prioritized and accomplished as circumstances have dictated and funding is allowed. The County is currently funding the Transition Plans at $100,000 per year beginning with FY 05/06.

In 2000 the study from SSA identified sidewalk/footpath improvements amounting to some $1,200,000 to achieve compliance with ADA requirements. The County has already completed approximately $227,000 toward ADA compliance. The County is still responsible for approximately $950,993 to make the required ADA changes.

The most likely source of funding for pedestrian facility improvements is the 2% LTF Bike and Pedestrian program administered by the Mendocino Council of Governments (MCOG), our Regional Transportation Planning Agency. The Department of Transportation has acquired some funding for $42,000 from the 2% LTF program, which is now available for use. These funds will be utilized for improved accessibility for people with disabilities within the community of Mendocino with spring of 2006 as the anticipated construction date.

There is a target completion date of June 30, 2015 for both County facilities as well as pedestrian facilities that are part of the County Maintained Road System into ADA compliance.

The Executive Office is requesting the Board adopt both the Transition Plans and the Self-Evaluation Plan.

EXHIBIT "A"

SUMMARY OF MENDOCINO COUNTY TRANSITION PLAN

MENDOCINO COUNTY BUILDINGS & GROUNDS

MEMORANDUM

DATE: September 23, 2005

TO: Kristin McMenomey, Deputy Executive Officer

Pete Halstad, General Services Director

FROM: Tim Garrison, Buildings & Grounds Manager

RE: ADA Transition Plan Update

Since the ADA Transition Plan was completed in 2000, Buildings & Grounds has made improvements to a number of facilities, even without a budget or an approved plan. Below is a list of original estimates of improvements and remodels, as well as a list of the projects that were completed since 2000.

I. Transition Plan Estimates

Bldg.#	Description/Location	Facility Total
2	Veterans Memorial Building, 14470 Hwy 128, Boonville	$ 9,687
4	Justice Center, 76301 Main St., Covelo	$ 39,575
6	Animal Shelter, 19701 Summers Ln., Fort Bragg	$ 1,017
7	Avila Center, 790 S. Franklin St., Fort Bragg	$ 58,135
8	Library, 499 E. Laurel St., Fort Bragg	$ 18,317
10	Justice Center, 700 S. Franklin St., Fort Bragg	$ 37,285
11	Veterans Memorial Bldg., 360 Harrison St., Fort Bragg	$ 9,360
13	Veterans Memorial Bldg., 110 Feliz Creek Rd., Hopland	$ 25,935
16	Airport Terminal/Office, 43001 Airport Rd., Little River	$ 6,675
17	Airport Wood Hangar, 43001 Airport Rd., Little River	$ 175
20	Veterans Memorial Bldg., 24000 S. Hwy. 1, Pt. Arena	$ 24,715
21	Library, 390 E. Commercial St., Willits	$ 13,950
22	Museum, 400 E. Commercial St., Willits	$ 10,272
24	Public Health, 120 W. Fir St., Fort Bragg	$ 18,110
25	Veterans Memorial Bldg., 189 N. Main St., Willits	$ 75,620
26	Ag/Farm Advisor (now HR), 579 Low Gap Rd., Ukiah	$ 51,523
28	Administration Center, 501 Low Gap Rd., Ukiah	$ 18,148
29	Library, 105 N. Main St., Ukiah	$ 66,820
31	Courthouse Annex, 175 S. School St., Ukiah	$ 28,440

32	General Services/Garage, 841 Low Gap Rd., Ukiah	$	14,630
33	Juvenile Hall, 585 Low Gap Rd., Ukiah	$	20,315
34	Retirement, 559 Low Gap Rd., Ukiah	$	18,250
35	Mental Health Business Svcs., 880 N. Bush St., Ukiah	$	18,015
36	Various Offices, 890 N. Bush St., Ukiah	$	41,019
37	Public Works Center, 340 Lake Mendocino Dr., Ukiah	$	24,892
38	Sheriff Admin/Juv.Probation, 589 Low Gap Rd., Ukiah	$	81,481
39	Detention Facility/Jail Admin, 951 Low Gap Rd., Ukiah	$	18,145
40	Veterans Memorial Bldg., 293 Seminary Ave., Ukiah	$	30,155
43	Maximum Security Detention, 931 Low Gap Rd., Ukiah	$	35,410
44	Justice Center, 125 E. Commercial St., Willits	$	27,313
45	Adult Detention Facility #2, 975 Low Gap Rd., Ukiah	$	46,225
47	Jail Kitchen/Laundry, 951 Low Gap Rd., Ukiah	$	2,525
48	Sheriff/Jail Programs, 951 Low Gap Rd., Ukiah	$	540
50	Mental Health Modular, 880 N. Bush St., Ukiah	$	7,163
55	Child Support Services, 107 S. State St., Ukiah	$	7,432
333	Probation, 280 E. Standley St., Ukiah	$	33,404
364	Public Defender, 189/199 S. School St./W. Church St., Uk.	$	10,320
	Total Estimates	$	950,993

II. Completed ADA Remodels & Improvements since 2000

Bldg.#	Building	Work Completed	Facility Total	
2	Veterans Bldg., Boonville	Ramp	$	8,000
11	Veterans Bldg., Fort Bragg	Ramp	$	9,000
24	Public Health, Fort Bragg	Facility Remodel	$	18,000
26	Human Resources, Ukiah	Facility Remodel	$	50,000
27	Animal Shelter, Ukiah	New Facility	$	60,000
35	MH Business Svcs., Ukiah	Restroom Remodel	$	5,000
36	Ag/Farm Adv./Water Agency	Facility Remodel	$	40,000
38	Sheriff Admin/Juv.Probation	Ramps	$	30,000
50	Mental Health Modular, Ukiah	Ramp	$	7,000
	Total Remodels & Improvements		$	227,000

Exhibit "B"

Self-Evaluation Plan

COUNTY OF MENDOCINO
SELF-EVALUATION PLAN FOR COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

POLICIES, PROGRAMS AND SERVICES

An essential part of the Self-Evaluation process for compliance with the Americans with Disabilities Act (ADA) requirements is the review of all current Mendocino County policies and procedures. The County reviewed policies and procedures by interviewing County Department Heads via Self-Evaluation workshops as well as personal telephone interviews. The County also held three public participation meetings dealing with the Disabled Access Survey, Transition Plans, and Self-Evaluation Plan for the County of Mendocino.

The documented policies and procedures currently in place were found to be compliant, but limited in their scope. The next step necessary to achieving ADA compliance is to expand the present scope of policies and procedures and to formulate new policies and procedures that will be instituted by the County. The following are recommendations intended to assist the County of Mendocino in codifying any new policies and procedures to facilitate ADA compliance in Mendocino County.

ADA-compliant policies and procedures fall into two categories:

- **Countywide policies**
  - Require County Board approval
  - Govern all County departments
- **Departmental policies**
  - Authorized by the Department Head
  - Address specific departmental concerns

Both categories are necessary to achieve overall ADA compliance in addition to suiting the unique needs of individual Mendocino County departments.

COUNTYWIDE POLICIES AND PROGRAMS

The Mendocino County ADA Coordinator for non-physical barriers and accommodation is the Human Resources Director or his/her designee. The Human Resources Department is charged by the Board of Supervisors to be the department responsible for ADA compliance. However, the General Services and Transportation Departments are also responsible to review physical barriers, prioritize removal of barriers, and take action to remove barriers as scheduled.

The County may appoint individual ADA Coordinators for larger County departments (e.g., 50 or more employees), who will be subordinate to and work in conjunction with the Countywide ADA Coordinator.

The training manuals and procedures used by the County of Mendocino Social Services Department ADA Coordinator will be adopted as a guide – subject to modification and

amendment -- to provide regular and periodic Countywide awareness and sensitivity training for staff and volunteers regarding ADA compliance. Human Resources will maintain a copy of these consolidated and amended manuals, policies and procedures. Human Resources will meet and confer with the bargaining units and negotiate any components of the policies, manuals or procedures that impact the terms and conditions of employment within the scope of negotiations.

In 1999, Human Resources created ADA accommodation forms and began offering limited training on ADA, as well as providing guidance to departments on processing ADA/FEHA (California Fair Employment and Housing Act) claims and accommodation requests. Human Resources will modify the forms to assist the public in being accommodated regarding non-physical barriers to receiving County services. Human Resources will schedule mandatory countywide staff training to implement standardized methods for responding to accommodation requests, complaints, and other issues regarding ADA compliance.

The General Services Director is responsible for the removal of existing structural barriers to access in County buildings, grounds and parks, and for ensuring that new construction and renovation in County facilities are compliant with ADA and California Code of Regulations Title 24.

The Department of Transportation Director is responsible for the removal of existing structural barriers to access on County-maintained roads, curbs and sidewalks, and for ensuring that new construction and renovation of County roads, curbs and sidewalks are compliant with ADA and California Code of Regulations Title 24.

The General Services Director, in cooperation with the ADA Coordinator, will recommend Countywide guidelines and standards for the purchase of furniture, fixtures and equipment by and for County departments to facilitate ADA compliance.

The County will use the expertise and experience that already exist among County departments and from other jurisdictions throughout the state to increase the level of ADA awareness and compliance in Mendocino County. Some examples of shared knowledge that can be used are: interpreters, alternative formats of forms, permits, instructional information already in use, and experience in accommodating persons with disabilities, as well as the policies and procedures in the County of Mendocino Social Services Department Self-Evaluation Plan.

The County will purchase text telephones (TTYs) for key sites as determined by the Mendocino County ADA Coordinator. Until the TTYs are in place, the County shall rely on the California Relay Service System. The County will establish TTY numbers and central e-mail accounts for all County programs and services, as well as make a County directory containing these essential TTY numbers and e-mail addresses available for use by staff and the general public. The County will institute training sessions to instruct employees on the use of the TTY system and its voice mail capabilities (e.g., changing greetings to explain vacations, holidays and closures).

Human Resources will investigate the use of expertise available in current County staff to provide County websites that are ADA accessible and will establish a website to provide ADA information to the County and the public.

Human Resources will establish a centralized County alternative format service and will provide guidance to departments that are responsible to produce alternative format versions of all essential County documents made available to the general public. A single, centralized effort will streamline the conversion of essential forms, permits, and instructional information into alternative formats for each County department. Human Resources, in cooperation with the County Executive Office and departments, will standardize the type and use of alternative formats throughout the County. The following are examples of various options for alternative formats that could be adopted:

a. Braille
b. Video with captioning (real-time or closed)
c. Cassette tape recordings
d. Readers and note-takers
e. Large print texts
f. Optical character recognition capabilities (text scanning to produce audio tapes, large print, etc.)

Human Resources will investigate the feasibility of instituting the use of universal computing workstation standards and programs to ensure countywide compliance with current assistive technology legislation relative to ADA accessibility computer use for disabled individuals. County libraries should be equipped with additional assistive technology to provide electronic accessibility, such as an optical character recognition scanner. This technology could also be used by the alternative format service.

The County will install permanent ADA-compliant assistive listening devices (ALDs) in auditoriums or assembly spaces with fixed seating, and provide portable ALDs to be shared by facilities within the County. The ADA Coordinator shall be in charge of monitoring the use and distribution of portable ALDs, with the exception of those devices utilized in the Board of Supervisors chambers, which shall be monitored by the Clerk of the Board.

Public Meetings Compliance Summary

To the extent feasible, the County will hold all public meetings and events at accessible locations. Various levels of access are identified in the Transition Plans, and the applicable County department shall identify the most accessible locations at various County facilities.

Until all facilities are accessible, the Human Resources Department will establish a Countywide listing of all facilities that have accessible meeting rooms. Human Resources will maintain this list on a County website.

All advertised meetings or events open to the public, or events that require written notices or announcements, shall be made in accessible formats. These public notices shall include a section similar to the following notification:

> The location for this meeting/event is accessible. Anyone with a disability who wishes to attend this meeting/event and needs an accommodation, such as sign language interpreting, real-time captioning, or materials provided in alternative formats, should contact the ADA Coordinator 72 hours before the day of the meeting/event.

The County will make reasonable accommodations for clients, staff, and members of the public with disabilities for public meetings or special programs. Accommodations may include, but are not limited to:

- Assistive listening devices
- Sign language interpreters
- Videos with real-time captioning
- Audio descriptive services
- Written materials provided in alternative formats such as cassette tapes, Braille, or large print
- Note-taking aides
- Expanded time limits for testing
- Breaks

Departmental Compliance Summaries

The following ADA requirements apply to each County department:

a. Conduct an internal investigation as to the services, programs and activities it provides to the public and work with the ADA Coordinator to maintain ADA compliance and accessibility.
b. Ensure physical accessibility and ADA compliance, pursuant to the prioritization schedule in the Transition Plans.
c. Have any brochures and services to the public available in alternative formats.
d. Maintain a list of translators and assistive devices to make its programs, services and activities to the public accessible to individuals with disabilities.
e. Provide instructions for the use of public records search equipment in alternative formats.
f. Provide interpreters for essential services.
g. Provide information describing special accommodations available.
h. Provide instructions for requesting reasonable accommodations in all public notices.
i. Provide accessibility grievance procedures, which will be made available in alternative formats.
j. Work with Information Services to have all County web pages accessible to individuals with disabilities.

The ADA Coordinator in the Human Resources Department shall be available to departments upon request for help in providing information regarding reasonable accommodation, qualified interpreters, or assistive equipment.

COUNTY SERVICES

BOARD OF SUPERVISORS

The Board of Supervisors serves as the legislative and policy-making body for the County of Mendocino. It consists of five elected members, each serving four-year terms.

The Board of Supervisors work together as a team, representing all Mendocino County constituents, in order to:

- Maintain a high quality of life for Mendocino County citizens.
- Demonstrate a positive attitude and approach in dealing with all segments of the community.
- Show sensitivity and awareness of community needs and issues.
- Respect the diversity of its community.
- Develop creative and affordable solutions and alternatives to meet community needs.
- Be service-oriented and progressive in its approach to problem resolution and use of resources.
- Offer economic development opportunities beneficial to its citizens.

Compliance Summary

The Board of Supervisors' meetings are public meetings and are ordinarily held in the Board of Supervisors chambers, located in the County Administration Center at 501 Low Gap Road, Ukiah. Meetings held in County facilities have sound/space accommodations available upon request. Wheelchair access is available to the Board of Supervisors chambers. Reasonable accommodations are available and provided at the request of the individual.

COUNTY EXECUTIVE OFFICE

The County Executive Office is responsible for assisting the Board of Supervisors, the departments of the County, and other collaborating agencies and individuals in providing services that enhance the quality of life for the citizens of Mendocino County. This is accomplished by planning, directing, coordinating and reviewing all activities and operations of the various County departments. Various conference rooms within the County Administration Center are wheelchair accessible and are scheduled through the Executive Office. Public inquiries regarding the various County programs, policies and services are received at the Executive Office and referred to the appropriate department.

Risk Management is located within the Executive Office and is responsible for identifying and measuring all risks (uncertainty of loss) for the County of Mendocino by developing and implementing appropriate techniques for assessing and resolving these exposures via risk assumption, risk reduction, risk retention, risk transfer or the purchase

of insurance. Risk Management is also in charge ensuring the safety of employees and facilities.

Compliance Summary
The County Executive Office has an "open door" policy, whereby County constituents and employees are welcome to discuss questions, comments and concerns on County affairs on a personal level. The County Executive Office is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

AGRICULTURE

The Agriculture Department is responsible for serving the citizens of Mendocino County by promoting agriculture, fostering public confidence in the marketplace through inspection programs, and protecting the environment and the public by regulating and mitigating pesticide use.

Compliance Summary
The Agriculture Department is located at 890 North Bush Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

AIR QUALITY MANAGEMENT DISTRICT

The Air Quality Management District is responsible for protecting the quality of the County's air as well as the protection of quality of life, property and the economy. The District also has the primary responsibility for the control of non-vehicular pollution in the County, as well as implementation of federal air pollution programs.

Compliance Summary
The Air Quality Management District is located at 306 East Gobbi Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

ANIMAL CARE AND CONTROL

Animal Care and Control is responsible for providing animal regulation services that promote public safety, health and responsible pet ownership. The department is further responsible for enforcement of State and local laws pertaining to animal care and control in all unincorporated areas and cities under contract to the department.

Compliance Summary
Animal Care and Control is a division of the County Executive Office. The Animal Care and Control business office and a shelter are located at 298 Plant Road, Ukiah; an additional shelter is located at 19709 Summers Lane in Fort Bragg. Reasonable accommodations are available and provided at the request of the individual.

ASSESSOR/CLERK-RECORDER

The Assessor's Office is responsible for maintaining the County's record of property owners. It must discover, locate, map and value all taxable property within Mendocino County and annually prepare the assessment roll. The roll contains the values of all

taxable land within the county, the values of improvements and personal property, and the name(s) and address(es) of the owner(s). This office represents the County at the Board of Equalization Assessment Appeal hearings.

The Clerk-Recorder's Office is responsible for issuing marriage licenses, filing and indexing confidential marriage certificates, and issuing certified copies of such marriage certificates. The office is also responsible for the acceptance of various filings, including notary bonds and oaths of office, and files and maintains public records and collects fees for filing of Notices of Determination. The office also performs marriage ceremonies and accepts passport applications.

The Elections Division of the Clerk-Recorder's Office is responsible for registering voters and maintaining the voter registration files for the County of Mendocino; administering and conducting all federal, state, county, school district and special district elections; and administering and conducting municipal elections under agreement with each city. The division accepts for filing and maintains for public access campaign statements of candidates for each election and for those elected officials who are required to file them.

Compliance Summary

The Assessor and Clerk-Recorder's offices are located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

AUDITOR-CONTROLLER

The Auditor-Controller's Office is responsible for the fiscal administration of the County of Mendocino. Those duties require all departmental staff to serve the public interest by exercising due diligence and professionalism in conducting the County's financial affairs. This department serves the County and community in the following ways: coordinating financial administration and planning, accounting, revenue and expenditure administration, data processing, utility billings and collections, budget formulation and administration, and financial forecasting and analysis.

The Payroll Division is responsible for performing payroll and basic accounting activities for the Auditor's Office. This responsibility includes interpreting and incorporating in the County's payroll system new regulations and benefits as determined by the Internal Revenue Service and the State of California, or through agreements with employee bargaining units.

Compliance Summary

The Auditor-Controller's office is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

CHILD SUPPORT SERVICES

Child Support Services is responsible for protecting and promoting the well being of children and the self-sufficiency of families. This is accomplished through the provisions of mandated child support services and the collection activities that contribute to meeting the financial, medical and emotional needs of the children served.

Compliance Summary

Child Support Services' main office is located at 107 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

CLERK OF THE BOARD OF SUPERVISORS

The Clerk of the Board's Office is responsible for serving as Clerk to the Board of Supervisors, preparing agenda packets, taking and transcribing minutes of all Board of Supervisors' meetings and other meetings as assigned, maintaining custody of all County records, noticing all public hearings, taking in claims for damages, answering citizen inquiries and various other administrative tasks.

Compliance Summary

The Clerk of the Board's office is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

COUNTY COUNSEL

The County Counsel acts as legal advisor and counsel to the Board of Supervisors, all County officers and departments, boards and commissions, special districts governed by the Board of Supervisors, the Mendocino County Grand Jury, Mendocino Community Development Commission, the Mendocino Transit Authority, Mendocino Council of Governments, other joint power agencies, and LAFCO.

Compliance Summary

The County Counsel's office is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

DISTRICT ATTORNEY

The District Attorney's office is responsible for conducting prosecutions for public offenses, detecting crime and investigating criminal activities. The District Attorney also advises the Grand Jury in its investigations and sponsors and participates in programs to improve the administration of justice.

Compliance Summary

The District Attorney's main office is located at 100 North State Street, Ukiah. Branch offices are located at 700 South Franklin Street, Fort Bragg, and 125 East Commercial Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

FARM ADVISOR

The Farm Advisor is responsible for sustaining a vital agriculture environment and community in Mendocino County by providing University of California research-based information in plant and animal agriculture, natural resource management, nutrition and consumer sciences, community, youth, and human development.

Compliance Summary

The Farm Advisor's office is located at 890 North Bush Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

GENERAL SERVICES

The General Services Department includes the divisions of Purchasing, Buildings and Grounds, and the Garage. The department's primary responsibility is for the cost-effective acquisition of materials and equipment on behalf of County departments. Aside from Purchasing, the services provided to County departments include printing, mail courier, telecommunications, fixed asset tracking, real property acquisition and management, and surplus equipment disposal. The department is also responsible for managing the Vehicle Replacement Fund and participates in the development and administration of the Capital Improvement Plan.

The Buildings and Grounds Division manages and oversees all construction, renovation, and repair of County facilities. The division is also responsible for routine and emergency maintenance, custodial services, and groundskeeping for all County-owned and some leased facilities, and for operating and maintaining County parks.

The Garage Division is responsible for the maintenance, repair and in-town fueling of vehicles within the County fleet.

Compliance Summary

The General Services Department is a division of the County Executive Office and is located at 841 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

GRAND JURY

The Grand Jury is responsible for reviewing County departments, special districts, school districts, public provision, and other County agencies in Mendocino County. The Grand Jury investigates citizen complaints against the above-mentioned entities and publishes a report of findings and recommendations by the end of each fiscal year.

Compliance Summary

The Grand Jury's office is located at 110 West Standley Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

HUMAN RESOURCES

Human Resources is responsible for ensuring fair and impartial administration of the County's personnel programs and policies, and also serves as the staff to the Civil

Service Commission. The Human Resources Director is the Board of Supervisors' representative in regard to labor negotiations, and is also the ADA Coordinator and is responsible for overseeing the County's compliance efforts in such areas as disabled access and departmental training.

Compliance Summary

Human Resources is a division of the County Executive Office. Human Resources, which includes the ADA Coordinator, is located in the County Administration Center at 579 Low Gap Road, Ukiah. Human Resources will receive all complaints regarding ADA compliance and will either act to assume compliance or will contact the appropriate County department. Reasonable accommodations are available and provided at the request of the individual.

INFORMATION SERVICES

Information Services is responsible for defining, understanding, and meeting the constantly evolving information technology needs of Mendocino County by implementing current technologies and exploring innovative ways to increase the efficiency and effectiveness of the County.

Compliance Summary

Information Services is a division of the County Executive Office and is located at 175 South School Street, Ukiah. Information Services will ensure that all County websites are accessible to individuals with disabilities. Reasonable accommodations are available and provided at the request of the individual.

LIBRARY

The Library is responsible for providing educational and recreational reading and audio-visual materials that will fulfill the needs of the County's culturally diverse population. The Library, through its staff, interprets and guides the use of materials to enable as many people as possible to make use of its services.

Compliance Summary

The Library has various locations throughout Mendocino County as follows: 105 North Main Street, Ukiah; 499 East Laurel Street, Fort Bragg; and 390 East Commercial Street, Willits. There are also branch libraries in leased or donated facilities in Point Arena and Covelo. Reasonable accommodations are available and provided at the request of the individual.

MENTAL HEALTH

Mental Health is responsible for serving the people of Mendocino County whose lives are affected by mental illness, with the following services: administrative services, adult services, business services, children's services, crisis services, medical services, quality assurance and MediCal Managed Care.

Compliance Summary
Mental Health's main office is located at 860 North Bush Street, Ukiah. Satellite offices are located at 790 South Franklin, Fort Bragg, and 221 South Lenore Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

MUSEUM

The Museum is responsible for collecting and maintaining local historical artifacts according to professional standards of collection, documentation, and conservation. It provides public access to its collection and associated information. The Museum also collaborates with individuals and organizations to promote the understanding and appreciation of life in Mendocino County.

Compliance Summary
The Museum is located at 400 East Commercial Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

PLANNING AND BUILDING

The Planning Department is responsible for maintaining efficient and productive planning services to the public, Planning Commission and the Board of Supervisors. This department is also responsible for implementation of the County General Plan, which identifies innumerable implementation measures.

The Building Inspection Services Division is responsible for plan checking of all public and private structures, issuance of all construction permits, and inspection of all development to ensure compliance with various federal, state, and local laws and codes to safeguard life, health, property, and the public welfare.

The Planning and Building Department is also responsible for maintaining a high and productive profile in the code enforcement function, pursuant to the Mendocino County Code. This service includes the coordinating of activities in the receipt, investigation and enforcement of County zoning, building and fire code requirements, including conditions applied to projects, through the development review process. The Planning and Building Department is responsible for initiating enforcement action.

Compliance Summary
The Planning and Building Department's main office is located in the County Administration Center at 501 Low Gap Road, Ukiah, with a branch office at 790 South Franklin Street, Fort Bragg. Reasonable accommodations are available and provided at the request of the individual.

PROBATION

Probation is responsible for promoting public safety by reducing criminal behavior and its impact upon the community. The Adult Division of Probation is responsible for preparing felony and misdemeanor pre-sentence investigation reports and recommendations for Superior Court, assisting judges in reaching dispositions in criminal cases and providing information for post-sentence correctional and supervision programs.

This division also enforces court-ordered terms and conditions by providing monitoring and supervision of offenders released on formal probation to reside in the community. The Juvenile Division is responsible for both court and supervision services for Juvenile Court. These services include intake investigation at Juvenile Hall, preparation of jurisdiction and disposition reports, community supervision, out-of-home placement and monitoring, and home supervision and electronic monitoring.

Compliance Summary
The Adult Probation Division is located at 280 East Standley Street, Ukiah. The Juvenile Probation Division is located at 589 Low Gap Road, Ukiah. Satellite offices are located at 700 South Franklin Street, Fort Bragg and 125 East Commercial Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

Juvenile Hall
Juvenile Hall is responsible for providing the physical and emotional care of incarcerated youths in Mendocino County pursuant to California Code of Regulations, Title 15 and Title 24.

Compliance Summary
Juvenile Hall is a division of Probation and is located at 585 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

PUBLIC DEFENDER
The Public Defender's Office is responsible for representing any person who is financially unable to employ counsel and who is charged with the commission of any contempt or criminal offense triable in the Superior Courts of the County at all stages of the proceedings. This office also represents minors in wardship proceedings, adults in juvenile dependence matters, petitioners for the restoration of rights, applications for pardons, persons alleged to be sexual psychopaths, and mentally ill persons at hearings to determine their mental condition and in conservatorship proceedings.

Compliance Summary
The Public Defender's main office is located at 199 South School Street, Ukiah. Branch offices are located at 700 South Franklin Street, Fort Bragg, and 125 East Commercial Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

Alternate Defender
The Alternate Defender's Office is responsible for acting as the County's second Public Defender Office, pursuant to Penal Code Section 987.2, and it represents individual defendants in all of the cases in which the Public Defender's office has declared a conflict of interest, with the exception of cases heard in the Fort Bragg Courthouse.

Compliance Summary
The Alternate Defender's office is a division of the Public Defender's office. Its main office is located at 170 West Church Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

PUBLIC HEALTH

Public Health is responsible for promoting and safeguarding the health and wellness of the people of Mendocino County.

Compliance Summary
Public Health's main office is located at 1120 South Dora Street, Ukiah. Satellite offices are located at 120 West Fir Street, Fort Bragg and in the Willits Integrated Services Center at 221-B South Lenore Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

Environmental Health

Environmental Health is responsible for providing a wide variety of environmental control services in 14 different program areas. The mission of Environmental Health is to safeguard the public from diseases and health hazards related to water, food, sewage, hazardous materials, solid waste, and other environmental factors.

Compliance Summary
Environmental Health is a division of Public Health and is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

Alcohol and Other Drug Programs

Alcohol and Other Drug Programs is responsible for promoting healthy behaviors by preventing, reducing, and treating alcohol and other drug abuse in Mendocino County. Education, intervention and treatment services are provided to County residents of all ages, ethnic and socio-economic groups.

Compliance Summary
Alcohol and Other Drug Programs is a division of Public Health. Its main office is located at 1120 South Dora Street, Ukiah; branch offices are located at 120 West Fir Street, Fort Bragg; 221-B South Lenore Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

Nursing

Nursing, in partnership with the community, is responsible for safeguarding the promoting of health and wellness of the people of Mendocino County with the assistance of the following programs: Communicable Disease, SIDS, CCS, Immunizations, High-Risk Infant, Pregnancy Outreach Programs, Healthy Start, Family Health Services (Well-Child) Clinic, and Information Nurse.

Compliance Summary
Nursing is a division of Public Health and its main office is located at 1120 South Dora Street, Ukiah. Satellite offices are located at 120 West Fir Street, Fort Bragg, and in the Willits Integrated Services Center at 221-B South Lenore Street, Willits. Reasonable accommodations are available and provided at the request of the individual.

Laboratory
The Laboratory is responsible for providing and performing testing services required by the Public Health Department. These mandates also require the Laboratory to provide consultation and reference services to further the development of approved procedures related to the prevention and control of human diseases, which include but are not limited to: sexually transmitted diseases, tuberculosis, hepatitis, rabies, bacterial and parasitic infections, AIDS, and water system potability.

Compliance Summary
The Laboratory is a division of Public Health and is located in the County Administration Center at 501 Low Gap Road, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

Emergency Medical Services
Emergency Medical Services is responsible for implementing and enforcing the provisions of the Health and Safety Code, Division 2.5, Chapter 4; Title 22, Division 9 of the California Code of Regulations; and the Mendocino County Ambulance Ordinance, Chapter 9.05 of the Mendocino County Code.

Compliance Summary
Emergency Medical Services is a division of Public Health and is located at 1120 South Dora Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

Employee Wellness Program
The Employee Wellness Program is responsible for providing opportunities for wellness for all County employees and their families through access to health promotion, education, assessments, activities and support, helping individuals take responsibility for their own lifestyle, health behaviors, and choices leading them towards a higher level of wellness.

Compliance Summary
Employee Wellness is a division of Public Health and is located at 405 Observatory Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

Medically Indigent Program
The Medically Indigent Program is responsible for assuring the delivery of timely primary, preventative and inpatient health care services to indigent adults in rural communities.

Compliance Summary
The Medically Indigent Program is a division of Public Health and is located at 1120 South Dora Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

California Children's Services
California Children's Services is responsible for safeguarding and promoting the health and wellness of the children of Mendocino County.

Compliance Summary
California Children's Services is a division of Public Health and is located at 1120 South Dora Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

SHERIFF'S OFFICE AND CORRECTIONS
The Administration Division provides clerical and administrative support for the Sheriff's Office.

The Dispatch Division is responsible for receiving and transmitting emergency radio and telephone communications, dispatching law enforcement and other public safety personnel as needed.

The Sheriff's Office is responsible for protecting the life and property of the citizens of the County of Mendocino, and provides contracted law enforcement services for the City of Point Arena, the Bureau of Land Management, U.S. Army Corps of Engineers, as well as contract police dispatching services for the City of Fort Bragg.

The Coroner COPS Grant is responsible for performing a variety of crime prevention and law enforcement support functions including, but not limited to, the following: school programs, Sheriff's Activities League, child identification and fingerprinting programs, applicant LiveScan fingerprinting services, and processing of various permits issued by the Sheriff's Office.

The Jail Division is responsible for the detention of persons committed in order to secure their attendance as witnesses in criminal cases; the detention of persons charged with a crime and committed for trial; the confinement of persons committed for contempt, upon civil process, or by other authority of law; and the confinement of persons sentenced to imprisonment upon conviction of a crime. The Sheriff's Office maintains two detention facilities: the pre-trial maximum-security facility, which houses only males; and a medium-security facility, which houses sentenced and pre-trial males and females.

Compliance Summary
All administrative operations of the Sheriff's Office are located at 589 Low Gap Road, Ukiah. Correctional facilities are located at 951 Low Gap Road, Ukiah; substations are located in Ukiah, Willits, Fort Bragg, Covelo, and Point Arena. Portions of the Sheriff's

Office are not accessible to the general public due to security reasons. Reasonable accommodations are available and provided at the request of the individual.

SOCIAL SERVICES

Social Services is responsible for providing financial assistance, employment services, family and children's services, and adult and long-term care services to the people of Mendocino County.

Compliance Summary

Social Services' main office is located at 737 South State Street, Ukiah. Branch offices are located at 825 South Franklin Street, Fort Bragg, and 221 South Lenore Ave., Willits. Reasonable accommodations are available and provided at the request of the individual.

Workforce Investment Act

The Workforce Investment Act is responsible for providing funding for coordinated employment and training programs as required under the Workforce Investment Act of 1998.

Compliance Summary

Workforce Investment Act is a division of Social Services and the main office is located at 737 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

Support Housing Program Seamless Transition Empowerment Program (SHP)(STEP)

The SHP STEP is responsible for providing two resource centers serving as hubs of service delivery for homeless families and individuals in two regions of the County: Fort Bragg and Ukiah (Ford Street Project, Coast Community Center and Ukiah Community Center).

Compliance Summary

The SHP STEP is a division of Social Services. Its main office is located at 737 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

CALWorks/Foster Care

CALWorks/Foster Care is responsible for providing financial support to children and their families who are unable to support themselves.

Compliance Summary

CALWorks/Foster Care is a division of Social Services. Its main office is located at 737 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

In-Home Support Services (IHSS)
IHSS is responsible for providing personal care and essential housekeeping services, which allow elderly and disabled individuals to remain safely in their own homes and to avoid unnecessary institutionalization in nursing homes.

Compliance Summary
IHSS is a division of Social Services. Its main office is located at 737 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

General Relief
General Relief is responsible for providing temporary assistance to individuals in need who are not served by other government programs.

Compliance Summary
General Relief is a division of Social Services. The main office is located at 737 South State Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

SOLID WASTE
Solid Waste is responsible for ensuring that the citizens of Mendocino County are provided with adequate solid waste and recycling services, which help protect the public health and preserve community quality of life while meeting federal and state mandates.

Compliance Summary
Solid Waste is a division of the Department of Transportation. The Solid Waste disposal system includes five small-volume transfer stations (Albion, Caspar, Boonville, Potter Valley, and South Coast). Inquiries from the public are directed to the Solid Waste Division located at 340 Lake Mendocino Drive, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

DEPARTMENT OF TRANSPORTATION
The Roads and Bridges Division is responsible for enhancing, preserving, and maintaining a safe and reliable County highway system. The Division is responsible for the maintenance and operation of approximately 1,019 miles of County-maintained roads, 157 bridges and numerous related appurtenances, including surface drainage facilities, traffic control signs and signals, and pavement markings.

The Engineering Division is responsible for providing professional services that help ensure that the Department of Transportation activities are conducted in accordance with applicable laws, regulations and procedures. The Division has the responsibility for quality assurance on improvements to County-maintained road infrastructure, completing design and project management functions.

The Land Improvement Division is responsible for assuring orderly development that coordinates with and protects private property and public properties and the environment, with public safety as the primary consideration.

The Storm Damage Division is responsible for accommodating the repair and restoration of the County-maintained road system when it may be damaged under a declared disaster.

The Road Yards are an internal service for the provision of vehicle repair and equipment maintenance for the Department of Transportation.

Compliance Summary

All Department of Transportation administration and engineering functions are performed in the main office located at 340 Lake Mendocino Drive, Ukiah. Public inquiries regarding service from the various divisions within the Department of Transportation are received at the main office, then dispatched to the appropriate division(s). The remaining divisions identified above are located at County road yards in various locations. Public access to the road yards is purposely limited. Reasonable accommodations are available and provided at the request of the individual.

TREASURER-TAX COLLECTOR

The Treasurer is responsible for the collection, custody, investment and disbursements of the funds from the County, school districts, special districts and trust funds. The Treasurer pools the money that is deposited by these entities for investment purposes, while segregating the individual account transactions for interest apportionment purposes.

The Tax Collector is responsible for collecting the property taxes and special assessments that are billed to County residents during the year. The Treasurer-Tax Collector is designated as the Administrator of the County Employees Retirement System. The retirement system is responsible for the administration costs of the system.

Compliance Summary

The Treasurer-Tax Collector's office is located in the County Administration Center at 501 Low Gap Road. Reasonable accommodations are available and provided at the request of the individual.

WATER AGENCY

The Water Agency is responsible for protecting and developing the water resources in Mendocino County and to ensure that an adequate quantity and quality of water will be available to meet present and future needs of the County.

Compliance Summary

The Water Agency is located at 890 North Bush Street, Ukiah. Reasonable accommodations are available and provided at the request of the individual.

PRIORITIES FOR REMOVAL OF STRUCTURAL BARRIERS

Mendocino County has developed a systematic approach to setting priorities for barrier removal projects utilizing a system developed by Sally Swanson Associates, an independent consultant. The prioritization of barrier removals is achieved through the use of an assigned Impact Category (IC) of each barrier. This assignment becomes the basis for the schedule of barrier removals listed in the final Transition Plans. The IC assignment ranges in number from 1 to 10. The IC takes into consideration the five following barrier characteristics:

- Severity
- Frequency of use
- Nature of program
- Type of facility
- Annual budget of public entity

The numerical IC determination results in the priority assigned to the removal of each individual barrier, 1 being a barrier to be removed first and 10 being a barrier to be removed last.

The prioritization of barrier removals for Mendocino County is to be regarded as a guideline or set criteria for structural barrier removal projects to be accomplished as directed by the Board of Supervisors. The criteria for prioritization have been established with the input and review of the Disabled Access Compliance Section of the local Division of the State Architect in Oakland. Upon funding availability, the County shall do as much structural barrier removal as possible, using the criteria established in the Transition Plans and the budgets available for each site. The County is currently setting aside $100,000 per fiscal year to address structural barrier removal.

Regarding barriers that cannot be mitigated by physical removal due to a lack of adequate funding, Mendocino County shall work toward making the programs and services provided in each facility accessible via equivalent facilitation. Programmatic and activity scheduling accommodations already in place shall be modified or maintained as appropriate for maximum accessibility. The Transition Plans delineate items in order of priority within each group listed.

The results found in this report, as well as the Transition Plans, reflect actual physical survey results as well as suggestions and comments by County staff relative to structural barriers and their removal and/or possible nonstructural modifications to achieve program accessibility. They also include recommendations made by the independent consultant Sally Swanson Associates. Finally, the Plans reflect comments from participants in public meetings, which took place on June 24, 2000 and March 7 and 8, 2001. The Transition Plans are located at the following locations for public view: General Services, 841 Low Gap Road, Ukiah and the Department of Transportation, 340 Lake Mendocino Drive, Ukiah.

OFFICIALS RESPONSIBLE FOR IMPLEMENTING THE TRANSITION PLANS

The County of Mendocino Board of Supervisors is responsible for establishing a schedule for implementation of the Transition Plans and for the allocation of funds for such implementation.

The Department of Transportation Director is the official responsible for the implementation of any required physical alterations to roads, curbs and sidewalks in the unincorporated areas of the County and under the County's jurisdiction.

The General Services Director is the official responsible for the implementation of any required physical alterations of all Mendocino County facilities. "County facilities" include County-owned and leased buildings and grounds, and County parks.

The Human Resources Director is the County ADA Coordinator and is the official responsible for implementing required program modifications and equivalent facilitation for all programs offered by Mendocino County.

The General Services Director is the official responsible for the implementation of ADA compliance regarding the acquisition of furniture, fixtures and equipment.

County department heads are responsible for continually evaluating physical and programmatic access to their respective programs and services.

COUNTY OF MENDOCINO
ADA SELF-EVALUATION

POLICIES

The following summarizes a number of policies that ensure that ADA accessibility is an ongoing consideration in all aspects of the operations within the County of Mendocino.

1. Nondiscrimination in Relation to Access to County Government

The County strives to make every reasonable effort to assist citizens to receive services and to participate in County government. The County has established a listing of County facilities and is making periodic and ongoing repairs to allow this participation. The County has established a complaint procedure and appointed an ADA Coordinator to assure this goal is reached.

2. Nondiscrimination in Employment

The County has established policies and procedures that comply with the Americans with Disabilities Act, including nondiscrimination and reasonable accommodation.

Discrimination on the basis of disability against an applicant or an employee who is a qualified individual with a disability by a supervisor, management employee, or co-worker is not condoned and will not be tolerated. This policy applies to the job application process and to all terms and conditions of employment including, but not limited to, hiring, placement, promotion, disciplinary action, layoff, recall, transfer, leave of absence, compensation and training.

The ADA Coordinator will promptly and objectively investigate any retaliation or discrimination on the basis of disability. Disciplinary action up to and including termination will be instituted for discrimination on the basis of disability.

3. Accessibility and County Employees

As required by the ADA, accommodations will be made for newly hired disabled persons, or in cases when a County employee becomes disabled.

4. Training

The County of Mendocino has an ongoing commitment to providing accessibility in all its programs, policies and services. This commitment is reinforced through ongoing training and education.

Supervisors and department heads periodically receive information and/or training about disabilities and discrimination based on disability, the requirements of ADA and the County's policies and programs as they relate to people with disabilities, the complaint process for employees and the public, and expectations of staff members in carrying out the County's policies.

Public information about how to gain access to the County's programs and facilities, where to go for information, and the complaint process is available in the office of the Human Resources Director/ADA Coordinator. The telephone number of the ADA Coordinator is (707) 463-4261 and is posted in most County facilities.

5. Community Involvement

An ongoing and effective compliance program will require that the County utilize assistance by disabled persons as to the provisions of the ADA and resulting modifications by the County to its programs, policies and facilities.

6. Wheelchair Seating

During assembly situations, provisions will be made for wheelchair seating. All such seating shall adjoin accessible routes for emergency egress and permit people who use wheelchairs to sit with companions.

7. Requirement to Stand or Wait in Line

Persons with disabilities, including those using assistive devices for standing or in wheelchairs, shall be provided an area adjacent to service windows or entrances to events in which to wait for their companions or for their place in line to reach the point of service or entrance. Staff operating the facility shall provide a means of identifying the person's place in line, especially if the line is for service on a first-come, first-served basis.

8. Working Animals

Working dogs, such as guide dogs and service dogs, will not be precluded from entering any County facility while performing their respective tasks of assisting their owners.

9. Smoke-Free Environment

The County has adopted policies of smoke-free environments in its facilities and vehicles. Smoking is allowed at designated areas outside buildings on County properties.

COUNTY OF MENDOCINO
ADA Complaint Resolution Procedure

It is Mendocino County's intent to accommodate participation in County government by citizens with disabilities and to reasonably accommodate employees who are disabled. This Complaint Resolution Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability with regard to employment practices and policies or the provision of services, activities, programs, or benefits by the County of Mendocino.

Procedure Steps

Step 1. **Submit an ADA Complaint Resolution Form.** The grievant and/or his/her designee should fill out an ADA Complaint Resolution Form as soon as possible, but no later than sixty (60) calendar days after the alleged violation. To pick up and submit a form, contact the Human Resources Department at 579 Low Gap Road, Ukiah, and telephone (707) 463-4261.

Step 2. **Initial County Response to Complaint.** As soon as possible, but not later than thirty (30) calendar days after receipt of a complaint, the ADA Coordinator or a designee will meet with the complainant to discuss the complaint and possible resolution(s). Follow up meetings may also be put in place to clarify concerns and/or discuss possible accommodation. Within thirty (30) calendar days after the last meeting, the ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant (for example, large print Braille or audiotape). The response will explain the position of the County of Mendocino and offer appropriate options for substantive resolution of the complaint.

Step 3. **Appeal of County Response.** If the response from the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may, within fifteen (15) calendar days after the receipt of the response, appeal the decision of the ADA Coordinator to the Chief Executive Officer or his/her designee.

Step 4. **County Response to Appeal.** Within fifteen (15) calendar days after receipt of the appeal, the Chief Executive Officer or his/her designee will meet with the complainant to discuss the complaint and possible resolution(s).

Step 5. **Resolution.** Within fifteen (15) calendar days after the meeting, the Chief Executive Officer or his/her designee will respond in writing and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. If the ADA complaint is not resolved by the above internal process, the complainant will be referred to the appropriate federal agency for assistance.

All written complaints received by the ADA Coordinator, appeals to the Chief Executive Officer or his/her designee, and responses from the ADA Coordinator and the County Administrative Officer and his/her designee will be kept on file with the County of Mendocino Human Resources Department for a period not less than three (3) years.

COUNTY OF MENDOCINO
ADA Complaint Resolution Form

This form is to be used by employees and members of the public to request that the County of Mendocino provide an accommodation to a disability. For example, such a reasonable accommodation would assist a member of the public to participate in County Government or to receive services or in the case of an employee, enable the employee to perform essential job functions.

I. CONTACT INFORMATION

Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____
☐ Phone ☐ TDD _____
E-mail: _____

Name, address and telephone number of representative filing this complaint on complainant's behalf:
Name: _____
Address: _____
Telephone: _____

II. DESCRIPTION OF COMPLAINT

Date of event: _____ Time of event: _____
Location of event: _____

Describe the complaint: _____
_____
_____
_____

Name(s) of alleged offender(s): _____

Name(s) of witnesses, if any: _____

Describe desired remedy/remedies: _____
_____

_____ _____
Submitted by: (signature) Date

_____ _____
Received by: (signature) Date

Submit the form to Human Resources located at 579 Low Gap Road, Room 1050, Ukiah. Please see procedures on the back. A copy of this form can be found on the Internet at www.co.mendocino.ca.us/hr.

NOTICE OF POLICY REGARDING DISCRIMINATION ON THE BASIS OF DISABILITY

The County of Mendocino does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The County does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by the Americans with Disabilities Act of 1990.

Questions, concerns, complaints, or requests for additional information regarding the ADA may be forwarded to the County's designated ADA Coordinator:

Human Resources Department
County of Mendocino
579 Low Gap Road
Ukiah CA 95482
Telephone (707) 463-4261

Available: Monday through Friday
8:00 a.m. – 5:00 p.m.

Individuals who need auxiliary aids for effective communication in programs and services of the County are invited to make their needs and preferences known to the ADA Coordinator.