

ADA Self Evaluation FY 11-12

1. Overview

Thank you for completing this Americans with Disabilities Act (ADA) self-evaluation. Its purpose is to acquaint you with ADA compliance issues, and to improve your agency's compliance with Alaska Administrative Order 129. Good faith compliance with the ADA will help people with physical or mental limitations participate in state programs, services activities and employment. It will also help your agency use state resources more effectively.

Your Department ADA Coordinator and the State ADA Coordinator will use results of this evaluation to establish annual plans for guidance, training, barrier removal and general compliance. The ADA Compliance Program may use results from this survey to coordinate policy and show reasonable steps to comply with the ADA and similar laws.

ADA compliance depends on the ability for state employees to maintain proficiency with evolving disability standards and accessibility tools. Generally these are specific to an employee's area of expertise or functional area. Therefore, this survey elicits responses from the following functional areas to apply ADA standards effectively:

- Directors or ADA coordinators (where designated)
- Human resource professionals
- Facilities professionals - architects, managers, planners, designers, engineers, contracting officers
- Procurement officers and specialists
- Training professionals
- Program managers and/or leads
- Information, communication, and technology (ICT) professionals

ADA standards are set in regulations, primarily by the U.S. Department of Justice (USDOJ) and Equal Employment Opportunity Commission (EEOC), but also by other federal agencies linked to www.ADA.gov. The ADA Compliance Program may institute more rigorous standards.

We encourage wide distribution of this survey to functional area leads. Questions are addressed to each area accordingly. ADA Coordinators may select all functions to view/take the entire survey.

Because the ADA is undergoing significant change you will recognize gaps in our efforts. The ADA program will provide guidance to help bridge these gaps.

Please contact the State ADA Coordinator, Jason Burke at 465-6929 or jason.burke@alaska.gov with any questions or comments regarding this survey.

Please note the following:

- Due: 2012.
- Survey Link: <https://www.surveymonkey.com/s/AKADASurvey2012>.
- Complete all questions. Answer as best you can, and contact your department ADA coordinator or the State ADA Coordinator's office if you need help.
- Use the comment field wherever possible to support your answers.
- This Survey is also attached in PDF.
- Respondents can submit sensitive information (complaints, issues) directly to the State ADA Coordinator.

Regarding SurveyMonkey:

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- Once the link is activated it tags that computer (respondents can't complete from two different computers). Usernames or passwords are unnecessary.
- Respondents can re-enter the survey to update responses or complete it in sessions.
- The survey will redirect people to the ADA page once completed.

Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

2. Agency Information

Please provide the following background information for your agency or subunit.

1. Department

- | | | |
|--|---|--|
| <input type="radio"/> Statewide | <input type="radio"/> Fish and Game | <input type="radio"/> Military & Veterans Affairs |
| <input type="radio"/> Administration | <input type="radio"/> Governor's Office | <input type="radio"/> Natural Resources |
| <input type="radio"/> Commerce, Community and Economic Development | <input type="radio"/> Health and Social Services | <input type="radio"/> Public Safety |
| <input type="radio"/> Corrections | <input type="radio"/> Labor and Workforce Development | <input type="radio"/> Revenue |
| <input type="radio"/> Education and Early Development | <input type="radio"/> Law | <input type="radio"/> Transportation and Public Facilities |
| <input type="radio"/> Environmental Conservation | <input type="radio"/> Legislature | |

Other (please specify)

2. Organization - Division or Subunit

3. Program(s)

4. Address

Address:

Address 2:

City/Town:

ZIP/Postal Code:

5. Contact Information

Telephone

TTY (or TDD or relay)

e-mail

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6. Please indicate which of the following functional area(s) apply to your response to this self-evaluation.

- State ADA Coordinator
- Department ADA Coordinator
- Division Director/ADA Coordinator
- Architect/Facility Manager/Planner
- Communications Professional
- Contracting Officer
- Security/Emergency Preparedness Lead
- Human Resource Professional/Lead
- Labor Relations/Attorney/EEO Program
- Procurement Officer/Lead
- Program Manager or Lead
- Training Professional
- Web or IT Professional

Other (please specify)

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3. ADA Coordination and Planning Efforts

As directors and/or ADA coordinators you are responsible for ensuring people with disabilities can access state jobs and services, and that people are not discriminated against on the basis of disability. ADA implementation involves ongoing planning. Having a plan shows steps toward compliance. This section identifies planning activities you undertake with the state ADA compliance program and in coordination with functional areas.

Please continue to complete this survey through the next four sections on complaints, training, office moves and promising practices. You may also elect to complete the entire survey to assess the level of compliance provided by functional areas.

1. Please indicate whether your division or department has planning efforts to implement the ADA in the following areas:

	Yes	No	Don't Know
Providing notice about disability resources and obligations (e.g., annual e-mail to employees and the public, ADA policy posters in facilities, employee handbooks and manuals, public service announcements, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coordinating disability-related activities among functional leads (holding regular meetings with human resource professionals, program leads, facility managers, etc., on disability issues, policy reviews, training, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Liaison with other agencies (e.g., projects that promote access across programs, coordinated training).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gauge employee performance on disability access and compliance (e.g., received training specific to functional areas and took proactive steps to implement accessibility requirements effectively).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training (especially for managers, supervisors and frontline staff re: disability etiquette, how to apply the current standards specific to their functional area, how to identify and refer reasonable accommodation requests, how to make electronic communications accessible, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing effective communication for employees and the public (policy, training, inventory of resources and devices, agreements with sign language interpreters, virtual remote interpreting).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training employees about ergonomics and assistive technology (how to set up their workstation, public workstations, and use free/low cost technologies that improve usability).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reviewing policy, practice, and procedure for potential impacts on people with disabilities (mainly whether someone is being screened in or out on the basis of disability with respect to 2010, 2011 and 2012 regulatory revisions).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Communication Technology (providing access to online information and services consistent with the Web Content Accessibility Guidelines, on internal and public-facing content).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Barrier removal in state-owned and leased facilities (plan that identifies barriers and sets priorities for removal with input from the disability community; provides alternate program access where needed, is up-to-date with 2012 standards).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budgeting for reasonable accommodations (e.g. centralized accommodation resources and fund).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workplace accessibility and compliance (improving accessibility of workplace, providing productivity enhancements, managing reasonable accommodations, and complaint resolution).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness (designated building and program contacts, notice and communication with people with disabilities, planning to provide alternate access and assistance, shelter accessibility).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring of contractual relationships for ADA compliance, such as those under procurements and grants, agreements, and services provided for state agencies (checklist that reviews planning and compliance with ADA requirements for employment and services).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Comments



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4. Complaints

As ADA Coordinators and/or directors you are responsible for responses to complaints filed under Title II of the ADA regarding programs and services provided to the public. Although you are also responsible for title I ADA compliance, the Equal Employment Opportunity Program handles employment discrimination complaints pursuant to AS 39.28.

Please list official written complaints received under ADA title II programs and services. Since this is a confidential matter, please ensure complaints are not reviewed by unauthorized persons. You may forward complaints separately and directly to jason.burke@alaska.gov.

1. List all disability-related complaints received during FY 11 and FY12. Indicate:

a) program, service or activity

b) date complaint filed

c) complainant name

d) complaint issue in brief

e) resolution/outcome

f) date resolved

g) If you used Alternative Dispute Resolution (e.g., Mediation)

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

2. Does your organization have other non-ADA grievance procedures to resolve disability rights complaints?

No

Yes (please specify)

5. ADA Compliance and Disability Training Provided

1. Please estimate the percentage of employees and supervisors who have received the following training in the past two fiscal years:

Respectful Workplace	<input type="text"/>
ADA for Supervisors	<input type="text"/>
Windmills (Disability Awareness)	<input type="text"/>
Accessibility Standards	<input type="text"/>
Other ADA Compliance-Oriented (please list)	<input type="text"/>
Other Disability-Oriented (please list)	<input type="text"/>
Online Training (please indicate web-addresses)	<input type="text"/>
Percent of ADA Coordinators Receiving Training	<input type="text"/>
Not Applicable to My Subject Area	<input type="text"/>

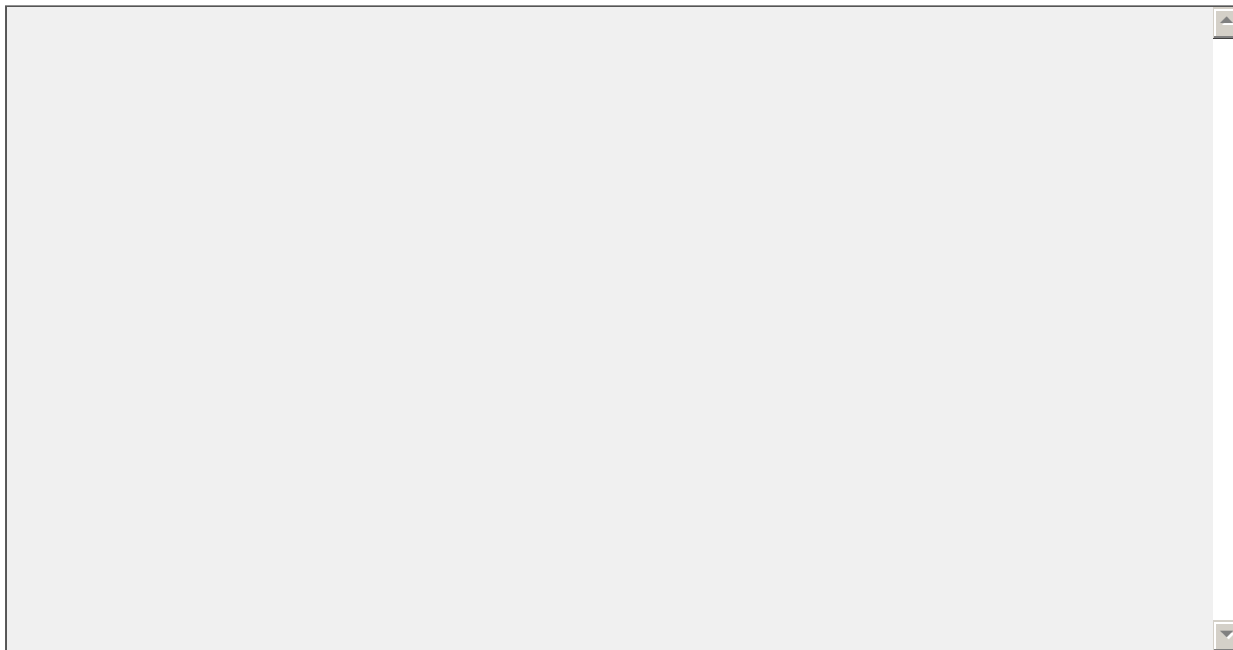
2. What kinds of disability-related training would you like your organization to have?

- Perception/Etiquette
- Employment
- Decision-making
- Architectural
- All-inclusive day long training
- Specialized (please specify)

6. Department or Office Moves During the Past Two Years

1. It is important to track relocations of programs or administrative offices to ensure that we can provide notices about the ADA and determine whether the new location is more accessible. Please list any office relocations that occurred during FY 10-11.

(e.g. Office of Internal Affairs: From Story Building; To Five Mile Building, 1020 Charm St., Anchorage, 99501; Phone 555-0655.)

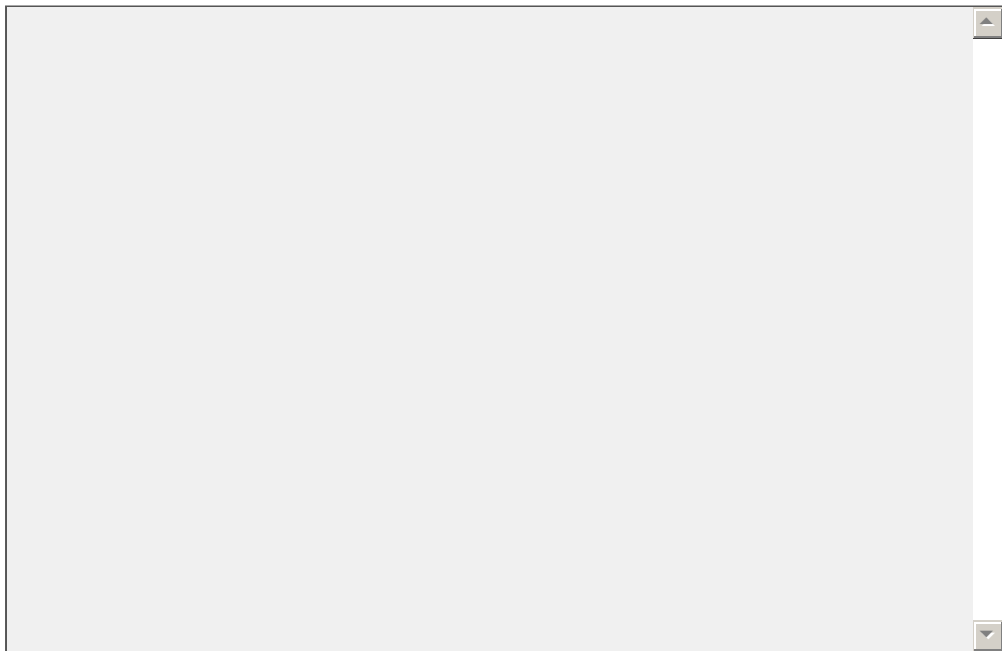


7. Promising Practices

1. Identify at least three promising practices your organization has implemented to improve access for people with disabilities during the past two fiscal years.

Among these select one that you believe deserves recognition.

Examples: Developing a system to ensure better handling of requests, partnering with local disability groups, planning acquisitions of new technologies, and universal design.



2. How would you like to receive more information on promising practices that help address the needs of people with disabilities in your organization?

- ADA Conference
- RSS (web information finder) Feed
- Listserve
- Newsletter
- Website
- Podcast
- In-person training
- Legal Briefs
- State Library Periodicals

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3. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
himDisability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

8. Human Resources/Employment

As human resource professionals you help managers provide reasonable accommodations for qualified employees through the interactive process. You may occasionally navigate more complex disability issues to ensure your department acts in good faith. The following questions are intended to support your efforts to ensure your agency complies with the spirit as well as the letter of the ADA.

You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. Do you communicate regularly with ADA coordinators about disability issues and reasonable accommodations for individuals with disabilities?

- Not applicable
- Yes
- No
- Don't Know

Comment (please specify)

2. Does your department have specific reasonable accommodation policies or procedures beyond those offered by the state? If so, please comment on whether they assist with implementation of the ADA Amendments Act of 2008.

- Yes
- No
- Don't Know

Comment (please specify)

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3. Are you tracking reasonable accommodation requests?

- Yes
- No
- Don't Know
- Other (please specify)

4. If you answered yes to question #3, how many reasonable accommodation requests were supported during the past two years?

5. Please indicate, if you can, the number of reasonable accommodation requests you were involved in that were denied during the past two years.

6. Has your department(s) accounted for requests that were previously considered workplace modifications but now may be considered reasonable accommodations?

- Yes
- No
- Don't Know

Comment (please specify)

7. Are medical/disability files maintained separately and securely from other types of personnel or management files?

- Yes
- No

Please indicate where files are maintained:

8. Do you provide training to divisions and departments about disability rights laws?

- Yes
- No
- Don't Know

If so, please describe:

9. Do you use or advise divisions to integrate ADA compliance obligations into job descriptions and planning processes? (For instance making content accessible in MS Word, e-mails, PDFs and other publications using accessibility standards adopted by the ADA compliance program.)

- Yes
- No
- Don't Know

Comments

10. When employees request reasonable accommodation are they notified of ADA contacts, resources and obligations?

- Yes
- No
- Don't Know

Comments

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11. Can employees field medical issues privately with ADA coordinators (to get sense for the ADA process) before requesting reasonable accommodation?

Yes

No

Comments

12. Are directors/ADA coordinators always involved in disability decisions involving their divisions?

Yes

No

Does not apply to my subject area

Don't Know

Comments

13. Do you involve the department and state ADA coordinator when issues are complex, to consult on denial of reasonable accommodations, direct threats, or reassignments?

Yes

No

Don't Know

Comments

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14. During the past year have you taken intensive training (one full day or more) on the ADA and reasonable accommodation process? If yes, please note the training and source in the comment box below.

- Yes
- No
- Don't know

Comments

15. Have you reviewed the March 2011 ADA regulation?

- Yes
- No
- Don't know

Comments

16. Have you reviewed the Job Accommodation Network's online training and publications on the ADA Amendments Act and the interactive process?

- Yes
- No
- Don't know

Comments

17. Do you flag AFLA/FMLA and leave issues that have potential overlap to the ADA?

- Yes
- No
- Don't know

Comments

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18. Have you updated forms, information, and requests for medical documentation to ensure compliance with the ADA and Genetic Information Nondiscrimination Act?

- Yes
- No
- Don't know

Comments

19. Do you plan to receive regular training and guidance to support your efforts in ADA compliance?

- Yes
- No
- Don't know

Comments

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20. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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9. Facilities

Respond to this section if you are involved in facilities work in any manner, as an architect, facilities manager, planner, contracting officer, procurement specialist, or designer.

Facilities management planning needs to be coordinated with program management to ensure that programs are readily accessible and usable as a whole for people with disabilities. Although a facility may have barriers, programs operating within the facility need to be aware of such barriers to provide alternate access.

The revised 2010 regulations and standards effective March 15, 2012 set new requirements for accessibility. Implementation of new facilities standards will require a plan for barrier removal.

For instance one of five swimming pools may be accessible in a certain area, so programs may need to be held at the accessible location until the other pools become accessible.

Additionally State-owned and leased facilities program access requirements and should have a plan.

While DOT&PF is planning to review a limited number of state-owned facilities, priorities for program access are needed for programs as a whole. For this reason agencies are responsible for their overall plan even though DOT/PF may be reviewing selected facilities.

You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. Do you communicate with ADA coordinators about program access barriers and alternative means of access?

- Yes
- No
- Don't Know

Comments

2. Have you received training in the past year to apply the 2010 standards?

- Yes
- No
- Don't Know

Comments

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3. Are your facilities in full compliance with the 1991 ADA Standards (for Accessible Design)?

- Yes
- No
- Don't Know

Comments

4. If you answered yes to the previous question, is this on record with your department and the State ADA Coordinator's Office?

- Yes
- No
- Don't Know

Comments

5. If you answered no/don't know to question 3, has your department tracked barriers and worked with programs to make sure they have plans to practices alternate access?

- Yes
- No
- Don't Know

Comments

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6. If your department tracks barriers, have you identified barriers under the 1991 standards that will trigger additional requirements under the 2010 standards, such as:

- Accessible parking (e.g., one in six accessible spaces should be van accessible, sign placement at 5 ft. to the bottom of the sign).**
- 60% of entrances must be accessible and the accessible route includes circulation paths for employees.**
- Assembly areas now include classrooms, and alterations may require the installation of assistive listening systems.**

- Yes
- No
- Don't Know

Comments

7. Have you assessed the following new facilities under the 2010 standards and set a plan for barrier removal? (check all that have been assessed using a current accessibility survey like the one developed by the Center for Human Design.)

- Play areas
- Boating facilities
- Fishing piers
- Shooting ranges
- Swimming pools
- Saunas
- Spas
- Locker rooms
- Medical care facilities
- Residential facilities
- Assembly areas
- Correctional facilities
- Courtrooms/Judicial facilities
- Circulation paths and employee work areas
- Entrances
- Sidewalks - Accessible routes

Comments

8. Have you involved members of the disability community, program staff, and the ADA program in planning for barrier removal?

- Yes
- No
- Don't Know

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9. Can you account for 20 percent of the cost of alterations to the path of travel under the 2010 standards? (This requirement for "disproportionality" upgrades parking, entrances, restrooms, telephones, and water fountains when a primary function area is being altered in construction, and can only be tracked when barriers are assessed and costs are accounted for.)

- Yes
- No
- Don't Know

10. Does your division/department budget for ADA upgrades because of complaints about inaccessible facilities?

- Yes
- No
- Don't Know

Comments

11. Does your organization have a procedure for notifying ADA Coordinators when facilities become inaccessible?

- Yes
- No
- Don't Know

Comments

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12. If you have plans for barrier removal:

	Yes	No	Don't Know
Are they available online for review by the public?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do they include sidewalks?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do they include GIS mapping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In a database for review by the ADA program (division, department and state level coordinators)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the content managed/approved by contractors, contracting officers, DOTPF officials, and ADA coordinators?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Other than the 1993 state transition plan, have there been any other surveys that have been performed to gauge accessibility?

- Don't know
- Yes
- No

Other (please specify)

14. Would you like more information on how to perform an accessibility survey consistent with the 2010 regulations?

- Yes
- No

15. Are you interested in coordinating accessibility efforts with other programs, divisions, departments, and non-state partners?

- Yes
- No

16. Please note programs, persons, or organizations who might benefit from coordinating with us on accessibility matters.

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17. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

10. Procurement

As managers of state resources you set and ensure standards for procurement of products and services. Often times accessibility requirements are stated as part of "ADA" requirements in procurements, contracts, emergency planning, leases, and facility issues. Applying accessibility standards in practice usually involves more in-depth understanding and coordination. This is not only necessary for the state to ensure compliance but to reduce frustration. We can aid departments, contractors, and manufacturers in creating a more responsive and efficient state government.

You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. Do you regularly communicate with division directors and ADA coordinators regarding accessibility issues and ADA compliance?

- Yes
- No
- Don't Know

Other (please specify)

2. Are accessibility and usability considered as criteria for goods and services procured by your office?

- Yes
- No
- Don't Know

Other (please specify)

3. Have you updated procurement practices consistent with revised ADA standards as they came into effect in 2010, 2011 and 2012?

- Yes
- No
- Don't Know

Other (please specify)

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4. Have you received training in accessibility as it pertains to (please mark any of the following):

- Office ergonomics
- Information and communication technology
- 2010 ADA standards for buildings and facilities
- 2010 ADA regulations regarding travel and ticketing
- 2010 ADA regulations as they pertain to auxiliary aids and services, effective communication and program access
- Monitoring contracts for compliance

Other (please specify other training)

5. Do you include checkpoints for vendors to meet accessibility standards for computer hardware and applications?

- Yes
- No
- Don't Know

Other (please specify)

6. Do you incorporate practices that promote access for people with disabilities in rural areas in jobs and services?

- Yes
- No
- Don't Know

Other (please specify)

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7. Do you account for the broader definition of disability since the ADA Amendments Act of 2008 became effective in considering whether contractors meet eligibility for procurement preferences and contractual obligations?

- Yes
- No
- Don't Know

Other (please specify)

8. Are you interested in coordinating accessibility issues with facilities managers, program leads, ADA coordinators, contractors, landlords, and others?

- Yes
- No
- Don't Know

Other (please specify)

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9. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

11. Training Professionals

As training professionals you can improve awareness about disability and accessibility in state programs and employment. Please complete the following with an eye toward coordinating disability training efforts.

You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. Do you coordinate with division and department ADA coordinators when establishing training plans?

- Yes
- No
- Don't know

Other (please specify)

2. Do you provide training material to make it more usable for trainees using alternate formats, and accessibility guidelines for content in electronic formats?

- Yes
- No
- Don't know

Other (please specify)

3. Do you consider disability standards and accessibility tools as they relate to the content of your training?

- Yes
- No
- Don't know

Other (please specify)

4. Do you regularly review disability standards and accessibility tools to update the content of your training?

- Yes
- No
- Don't know

Other (please specify)

5. Do you follow up your training sessions with the information to apply disability standards and accessibility tools?

- Yes
- No
- Don't know

Other (please specify)

6. How often is training provided on disability issues?

- More than once per month
- Monthly
- Twice per year
- Annually
- Less than annually
- Unsure
- Never

Follow-up (please specify topics and length of training)

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7. Is your training consistent with Administrative Order 129 such that divisions and departments address evolving changes in disability specific to their programs, services, and jobs? (Please check any or all of the following.)

- Providing Notice of ADA rights and responsibilities during each training and in training materials
- Etiquette and sensitivity
- Information and Communication Technology
- ADA Standards for Accessible Design
- Regulatory changes and program access
- Reasonable accommodation and modification
- Ergonomics and assistive technology

Other (please specify)

8. Would you be available for regular exchanges with training professionals about disability and accessibility issues?

- ADA Network
- Job Accommodation Network
- Department of Labor
- EEOC Webinars
- Other Webinars (please specify)
- Internal training system (please specify)
- Teleconference or videoconference
- University of Alaska courses (please describe)
- Other University Courses
- Other Alaska-based non-profit training (Center for Human Development, Centers for Independent Living, etc.)
- Goto Meeting or Similar Program
- Under development (please describe)

Other (please specify)

9. Would you be available for regular exchanges with training professionals about disability and accessibility issues?

- I would like to
- I would not like to
- I'm unsure

Other (please specify)

10. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

12. Program Leads

As leaders of programs you are responsible for facilitating a public process and helping employees perform to the best of their abilities. Disability and accessibility are regular aspects of your work. Though it may not be perceived as such, disability affects at least 20% of our population. Effective implementation of disability tools and standards will help include people and families, and make the best of our abilities.

You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. Do you communicate with your division and (when appropriate) department ADA coordinator in your planning process?

- Yes
- No
- Don't Know

Other (please specify)

2. Does your ADA coordinator review policies, procedures and practices for potential impacts on disability issues and standards?

- Yes
- No
- Don't Know

Other (please specify)

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3. Because of recent changes in the ADA it is important to revise policies and practices. Please indicate which policies and practices your agency has revised to meet the 2010 requirements.

- Service animals
- Mobility devices
- Effective communication
- Accessibility of online information and services
- Accessible meetings
- Hotel reservations for people with disabilities as applicable
- Ticketing for events as applicable
- Reasonable modifications or accommodations for the public and employees
- Complaint process that refers disability issues to ADA coordinators
- Monitoring contracts for ADA compliance

Other (please specify)

4. Have appropriate staff received training on the following issues? (check all that apply)

- Service animals
- Mobility devices
- Effective communication
- Accessibility of electronic information and services (documents and websites)
- Accessible meetings
- Hotel reservations for people with disabilities as applicable
- Ticketing for events as applicable
- Reasonable modifications or accommodations for the public and employees
- Complaint process that refers disability issues to ADA coordinators
- Monitoring contracts for ADA compliance

Other (please specify)

5. Has all of your staff received training to (check either or both):

- Become sensitized to the needs of people with disabilities receiving services?
- Use tools and technologies that promote program access?

Other (please specify)

6. If your programs have "phone trees" do all of them include the following features? (check all that apply):

- TTY Accessibility (teletypewriter)
- "Opt out" to a service representative
- Functionality through the Internet and text

Other (please specify)

7. Have you identified barriers within facilities where your programs are held (through surveys or questionnaires)? (check all that apply)

- Reviewed facilities for barriers within the past three years
- A copy of the review is on file with your ADA coordinator
- You have considered where barriers exist to programs as a whole
- You have plans when people with disabilities require alternate access to programs, services, and activities
- None of the above
- Not applicable

Other (please specify)

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8. Do you conduct activities in any of the following facilities, which are new under the 2010 ADA standards? (check all that apply)

- Swimming pools, saunas or spas
- Golf courses
- Shooting ranges
- Boating facilities
- Fishing facilities
- Correctional facilities
- Medical facilities
- Assembly areas (broadly defined as any meeting space)

Other (please specify)

9. Do you have programs and facilities where fewer than 60% of the entrances are accessible?

- Yes
- No
- Don't Know

If so, please specify facilities

10. Do you operate programs in facilities where there are more than six accessible parking spaces?

- Yes
- No
- Don't Know

If so, please specify facilities

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11. Do you anticipate any construction in the foreseeable future that will alter primary function areas such as workspaces, meeting places, assembly areas, classrooms, etc.? (It is important to note because alterations may trigger other accessibility requirements under the 2010 standards.)

- Yes
- No
- Don't Know

If so, please specify facilities

12. Do you monitor documents and websites for accessibility consistent with accessibility guidelines?

- Yes
- No
- Don't Know

Other (please specify)

13. Do you review whether employees are accurately applying disability standards and accessibility tools?

- Yes
- No
- Don't Know

Other (please specify)

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14. Do you review contracts for compliance with disability and accessibility standards?

- Yes
- No
- Don't Know

Other (please specify)

15. Do you consult with members of the disability community when you are planning programs and services? (Input from end-users with disabilities will help uncover barriers and support alternate means of participation.)

- Yes
- No
- Don't Know

Other (please specify)

16. Do you have a emergency preparedness plan for members of the public with disabilities who are receiving services from your program(s)?

	Stewards/leads communicates with ADA coordinators.	Confidential lists of people with disabilities and their needs.	Review of emergency shelters for accessibility and management of disability issues.	Transportation plan.	Communications plan.	Plan for handling of service animals.
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

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17. Does your division/program have a emergency preparedness plan for employees with disabilities?

	Stewards/leads communicates with ADA coordinators.	Confidential lists of people with disabilities and their needs.	Review of emergency shelters for accessibility and management of disability issues.	Transportation plan.	Communications plan.	Plan for handling of service animals.
Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't Know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

18. Would you like to coordinate disability and accessibility efforts across programs and functions?

- No
- Don't Know
- Yes, and following are persons or functions I would like to coordinate with:

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19. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

13. Information and Communication Technology

As professionals working with technologies, communications, or information you have an advanced understanding of how end-users access content, whether it is available online or through other media. Accessibility standards ensure people with physical or mental limitations can effectively use what you create or communicate. Oftentimes people use various mobile devices and other assistive technology to access content. Accessibility standards help to ensure that content is usable and functional.

Please answer the following as best you can, noting any questions that are "not applicable" to your work. You may continue to review the survey following this section, skipping responses until the end of the evaluation, or exit the survey altogether. Thanks for your responses.

1. What standards are you using to make sure that ICT is accessible and usable for people with disabilities?

- Web Content Accessibility Guidelines (WCAG) 1.0
- WCAG 2.0 Level A
- WCAG 2.0 Level AA
- Section 508 Standards per Section 508 of the Vocational Rehabilitation Act
- Combination (more WCAG 2.0)
- Combination (more Section 508)

Other (please specify)

2. Are accessibility standards included in your agency's procurement contracts? (check all that apply)

- As a general provision for ADA compliance
- As a specific provision for software or hardware
- As part of project scope involving checkpoints
- As it pertains to general review by an accessibility specialist
- None of the above

Other (please specify)

3. Have you received training to apply accessibility/usability standards set by the ADA Compliance Program?

- Yes
- No
- Don't Know

Other (please specify)

4. What kinds of tools do you use review ICT accessibility? (check all that apply)

- End-user review
- Customized checklist
- PDF checker
- Chris Pederick's toolbar
- WAVE toolbar
- Cynthia Says TM
- JAWS
- NVDA
- Captioning Tools on YouTube
- Other Captioning Tools
- Fujitsu Color Doctor

Other (please specify)

5. Has your department installed JAWS software on its network as provided by the ADA program?

- Yes
- No
- Don't Know

Other (please specify)

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6. Is your department using alternative methods of providing program access to inaccessible websites using software such as BrowseAloud, Primere Literacy Toolbar, in-browser magnifiers, etc.?

- Yes
- No
- Don't Know

Other (please specify)

7. Do your websites include an accessibility statement?

- Yes
- No
- Don't Know

Please PASTE STATEMENT HERE

8. Do your websites include a link to www.Alaska.gov/ADA?

- Yes
- No
- Don't Know

Other (please specify)

9. Does your department plan on implementing the use of the WCAG 2.0 Level A and AA in the upcoming year?

- Yes
- No
- Don't Know

Other (please specify)

10. Please describe some promising practices your department/area is using to help content developers make electronic content accessible (this may include staff in general)

11. Would you like to coordinate your accessibility efforts with ICT and other professionals?

- No
- Don't Know
- Yes, and following are persons or functions I would like to coordinate with:

12. Please respond to the following statements if you plan on exiting the survey after this section.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

14. Survey Rating - Comments

1. Please respond to the following statements. This question completes the survey.

Thanks for your input, and please visit www.alaska.gov/ada for resources and updates.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Additional resources are needed for ADA work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Centralized resources are vital for compliance (such as forms, automation, expertise, private consultation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability Access is central to my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I need more training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My organization has a lot to catch up on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
This tool is a good starting point for planning compliance with AOs 129 and 262	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)