

Americans with Disabilities Act
Transition Plan
Randolph County, Indiana

June 2023

Americans with Disabilities Act Transition Plan Randolph County, Indiana

June, 2023

For fiscal years 2024 -2027

Project Name: Americans with Disabilities Act
Transition Plan
Randolph County, Indiana

Designated Signatory: Michael Wickersham, County Commissioner
100 S. Main Street
Winchester, Indiana 47394

Approved for Public Hearing:



 Michael Wickersham, County Commissioner

Approval Date: 6-19-2023

 Date

ADA coordinator: Randy Abel
 Building Commissioner, Randolph County

Randolph County
ADA Transition Plan

TABLE OF CONTENTS

I. General	4
II. Self-Evaluation	5
A. Assessment of Public Buildings and Facilities	5
B. Evaluation of Services and Programs	6
C. Cost Estimates	6
D. Prioritization	7
E. Schedule for Improvements	7
F. Funding	7
G. Public Involvement	7
1. Public Meeting	8
III. Transition Plan	8
A. ADA Coordinator	8
B. Public Notice of ADA Requirements	9
C. Grievance Procedures	9
D. Schedule and Budget	10
E. Monitoring Progress	10
F. Resolution (Notice provisions & Grievance procedures)	10
G. Standards	10

Tables

Table I	Randolph County Facilities Deficiencies, Cost Estimates and Schedule
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Appendices

Appendix A	Public Meeting Information
Appendix B-1	Resolution
Appendix B-2	Notice Under the Americans with Disabilities Act (ADA)
Appendix B-3	Grievance Procedure
Appendix B-4	ADA Formal Written Complaint Form
Appendix B-5	ADA Request for Accommodation

Randolph County Americans with Disabilities Act Transition Plan

I. General

The Americans with Disabilities Act (ADA) of 1990 is a civil rights statute that prohibits discrimination against people who have disabilities. Title II of the Act specifically addresses the subject of making public services and public transportation accessible to those with disabilities. Designing and constructing facilities for public use that are not accessible by people with disabilities constitutes discrimination.

The Act applies to all facilities, including those built before and after 1990. As a necessary step to a program access plan to provide accessibility under the ADA, state and local government, public entities or agencies are required to perform self-evaluations of their current facilities, relative to the accessibility requirements of the ADA. A Program Access Plan, also called a Transition Plan, must then be developed to address any deficiencies. The Plan is intended to achieve the following:

- (1) Identification of physical obstacles that limit the accessibility of facilities to individuals with disabilities,
- (2) Description of the methods to be used to make the facilities accessible,
- (3) Development of a schedule for making the access modifications, and
- (4) Identification of the public officials who are responsible for implementing the Transition Plan.
- (5) Publish a Section 504 Nondiscrimination Policy.
- (6) Provide public input into the Transition Plan, it's implementation and self-evaluation process.
- (7) Provide an application process requesting accessibility assistance.

The Plan is required to be updated periodically until all accessibility barriers are removed and the plan is to be replaced every three (3) years.

An inventory was conducted in 2023 by Randy Abel and Jake Donham of the existing public buildings owned or used by the Randolph County. The inventory included a list of existing conditions that do not presently meet the ADA requirement. Cost estimates were prepared for bringing deficient items into compliance.

II. Self-Evaluation

The first task involved in preparing an ADA Transition Plan is conducting an inventory of the facilities operated by the County to determine if they are accessible by persons with disabilities. A list is then compiled of any items that are deficient. Inventory methods include site surveys, windshield surveys, aerial photos, and plan reviews. The information gathered through the inventory process is then quantified. This will act as the baseline to allow progress to be monitored and measured. The identification of facilities and identification of Deficiencies is summarized in Table 1.

A. Inventory of Public Buildings and Facilities:

The existing conditions of each facility were evaluated and documented. Deficiencies were noted and compiled. It could then be determined what improvements were needed in order to upgrade the facilities to be in compliance with ADA standards.

The building services and facilities evaluated include:

- Randolph County Courthouse – Unrestricted right of use for the public and employees. (renovated 2014 to existing ADA standards)
- Randolph County Sheriff Building – Courthouse – Unrestricted right of use for the public and employees.
- Randolph County Highway Maintenance Building - old (decommissioned) –out for lease – Not open to the public. Currently proposed for Highway Dept. storage.
- Randolph County Highway Maintenance Building – new – not open to the public (built in 2021 - Designed to existing ADA standards).
- Randolph County EMS Building – Partially open to the public. County employment policy states that requirements of job preclude disabilities. Considering a door bell or signage with a phone number to illicit assistance when needed.
- Randolph County Airport – Unrestricted right of use for the public and employees.

- Randolph County Court Services Building – Unrestricted right of use for the public and employees.
- Randolph County 4-H Fairgrounds – Unrestricted right of use for the public and employees.
- Randolph County Center for Family Opportunity – Unrestricted right of use for the public and employees.
- Spartinburg sidewalk
- Bridges with integrated walkways. #212, #303, #304, #305, #306, #307, #308, #309, and #310

B. Evaluation of Services and Programs

The services and programs of Departments within the county Government was generally evaluated. The main deficiencies are related to ready access to resources that address language barriers, including qualified sign language interpreters documents in braille and other ways of making information and communication accessible to people who have speech, hearing or vision impairments.. We are committed to providing effective means of communication including print, visual, video and web content. In 2022 the County updated the Randolph County web site which is currently noted to be “accessible”. Currently there is a need to find resources to provide computer-aided transcription, language translation and American Sign Language interpreters in the event these would be needed. (It is our hope as a small County that these needs could be met by a State resource similar to the ones provided for the court system through “LanguageLine Solutions” and a certified interpreter registry). There currently is no cost estimate included in this Plan to cover these resources.

C. Cost Estimates:

The following 2024 cost estimates are based on each facility being done as a separate project and the work being done on a bid basis.

• County Courthouse	\$ 4,650
• Sheriff Building	\$ 75,450
• Highway Maintenance Building (old)	\$ 35,700
• Highway Maintenance Building (new)	\$ 0
• EMS Building	\$ 53,000
• County Airport	\$ 42,450
• County Court Services Building	\$ 85,500
• County Fairground	\$ 26,250
• Center for Family Opportunity	\$ 10,250
• Spartinburg sidewalk	\$28,124
• Bridges	unknown

D. Prioritization

Prioritizing improvements will be included in existing programs where possible. Other remediation efforts will be completed based on an established set of priorities. Generally, priority will be given to public places and places of employment. Factors that will be used to consider priority include:

- Citizen requests or complaints regarding inaccessible locations
- Frequency of use
- Pedestrian level of service
- Presence of a disabled person
- Cost

E. Schedule for Improvements

The Transition Plan includes a schedule of improvements to eliminate deficiencies and upgrade accessibility. Needed remediation work is scheduled as both individual projects and as an integral part of regularly scheduled maintenance and improvements project. Regularly scheduled improvements include resurfacing, rehabilitation, and reconstruction. These measures will assure that existing facilities are accessible to those with disabilities and are in compliance with ADA requirements. All new projects will include pedestrian elements that are consistent with the ADA guidelines (ADAAG, 2010).

F. Funding

The most practical means of funding remediating efforts is to incorporate needed improvements into existing budgets, maintenance activities, and planned projects. Large projects will be funded from loans, grants, and other government programs.

G. Public Involvement

The County has provided an opportunity for people with disabilities, and other interested individuals and organizations to review and comment on the ADA Assessment. This was accomplished by conducting a public meeting during the approval process at a publically advertised Commissioner hearing and placed on the agenda. (Appendix A)

- **Public Meeting**

A public meeting was held on June 19, 2023 to solicit comments and explain the assessment. Advanced notice of the meeting was published in the local newspaper. Applicable comments and suggestions were incorporated into the final Transition Plan. A copy of the proof of publication is provided in Appendix A.

III. Transition Plan

ADA Transition Plans are required for all public facilities under the County's control including rights-of-way, buildings, fairgrounds, sidewalks, and curb ramps. The accessibility of pedestrian facilities in public facilities provides equal access to municipal programs, services, and activities and affects many citizens in their daily activities.

Meeting the requirements of the Act with regard to the accessibility of public facilities involves the following steps:

- (1) Designating an ADA Coordinator,
- (2) Providing notice to the public about ADA requirements,
- (3) Establishing a grievance procedure,
- (4) Developing internal design standards, specifications, and details,
- (5) Assigning personnel for the development of a Transition Plan and completing it,
- (6) Approving a schedule and budget for the Transition Plan, and
- (7) Monitoring the progress on the implementation of the Transition Plan.

Periodic updates to the Transition Plan are required in order to ensure on-going compliance.

A. ADA Coordinator

The County will designate one responsible employee to coordinate ADA compliance. The benefits of having an ADA Coordinator include:

- It makes it easier for members of the public to identify someone to help them
- with questions and concerns about disability discrimination
- It provides a single source of information
- It provides an individual who is responsible for implementing the plan

The person who is appointed to this position will be familiar with the County's operation, will be trained in the requirements of the ADA and other laws pertaining to discrimination, and will be able to deal effectively with local governments, advocacy groups, and the public.

The County Building Commissioner shall act as the ADA Coordinator. The contact information is as follows:

Name: Randy Abel
Title or Position: Building Commissioner, ADA Coordinator
Location: Randolph Center for Family Opportunity
Address: 325 S. Oak St., Suite 204
Winchester, Indiana 47394
Phone No.: (765) 584-0275

B. Public Notice of ADA Requirements

A municipality must provide continuing public notice about the rights of the public under the ADA and the County's associated responsibilities under the ADA. The County will provide a notice to be published in a paper of local distribution. This will assure that a larger target audience is reached including those who may not be readily identifiable. Another avenue will be discussions of appropriate topics at regular Council and/ or Commissioner meetings and periodically held public meetings. These methods are believed to be the most effective ways to provide notice regarding public accessibility and compliance with ADA. The Notice under the Americans with Disabilities Act has been adopted by the County under Resolution 2023-18, Appendix B-1. The notice will be made available in alternative formats when necessary and will be posted in County facilities as deemed appropriate.

C. Grievance Procedures

In compliance with Title II of the ADA, grievance procedures for resolving complaints alleging violations have been adopted. The grievance procedures are included as a part of Resolution 2023-18, a copy of which is provided in Appendix B-4. This will allow equitable and prompt resolution of complaints related to alleged violations of ADA requirements. These procedures will be posted in the County Courthouse.

D. Schedule and Budget

Priorities will be established for implementing the needed upgrades. Table I provides a list of needed improvements, the expected cost estimate, and the proposed schedule to complete the work. Projects will be prioritized based on criteria listed in Section II-D.

E. Monitoring the progress

Self-evaluation will continue to take place after the Transition Plan is complete. Periodic reviews and updates to the plan will be conducted to ensure ongoing compliance with ADA requirements. Future self-evaluation activities will consist of reviewing the plan to assure continued compliance and determine if any additional areas of upgrade are needed.

In order to be effective, the Transition Plan will be referred to in annual project planning and budgeting. The Transition Plan will be updated regularly as needed to address any new areas of noncompliance. The goal is to eliminate barriers and incorporate ADA requirements in all future work initiated by the County.

F. Resolution

Resolution 2023-18 has been adopted by the County. The resolution includes the Notice provisions, grievance procedures, and designation of the ADA Coordinator. A copy of the adopted Resolution and associated attachments are contained in Appendix B.

G. Standards

Recognizing that standards change and evolve with time, Randolph County will follow the current edition of the ADA Standards for Accessible Design.

TABLE 1

April 2023

Randolph County ADA Assessment: Deficiencies and Cost Estimate (for years 2024-2026)

Building	Issues	Issue Description	Issue Solution	Estimated Cost	Building Total	Schedule	
Sheriff Building	Accessible Parking	No signage.	Provide ADA Signage	\$450			
	Restroom Compliance	No accessibility signage, no pipe protection, no grab bars and when grab bars are installed the lavatory will encroach on required clear space. No signage at non-accessible toilet.	Modify restroom in staff area for ADA compliance. Add signage at public restrooms to direct people to ADA restroom.	\$30,000			
			Accessible shower for Holding Cell	Shower provided for Holding Cell is non-compliant.	Provide ADA compliant correctional shower.	\$15,000	
	Accessible toilet for Holding Cell	Holding cell toilet combo is non-compliant.	Modify toilet for compliance.				
	Holding Cell Accessibility	Holding cell does not have required 60" turnaround.	Combine two cells into one	\$30,000	\$75,450		
	Highway Building	Accessible Parking	Accessible parking is not provided	Provide paved parking with pavement markings and sign	\$3,000		
	Old building is decommissioned / leased. Currently proposed for Highway Dept. storage (no public access).	Kitchen Appliance & Storage Compliance	Kitchen appliances do not comply with reach standards.	Modify location of appliances	\$450		
Drinking Fountain Accessibility		Drinking Fountain is entirely non-compliant	Install compliant drinking fountain	\$2,250			
Accessible Route		Route from parking to main entry has stability issues and requires use of stairs.	Provide ramp to front entry.	\$3,000			
Main Entry Accessibility		No maneuvering clearance, threshold is too thick, non-compliant hardware. Alternate entry can't be used independently. No accessibility signage.	Remove interior walls from offices and provide system furniture. Install new threshold and door hardware. Provide signage.	\$12,000			
Restroom Compliance		Restroom is entirely non-compliant.	Reconfigure restroom area to be compliant.	\$15,000	\$35,700		
Highway Building New building built in 2021 to current ADA standards at the time					\$0.00		

TABLE 1

April 2023

<p>EMS Building Limited public access and employment policy precludes disabilities.</p>	<p>Accessible Parking</p>	<p>No access aisle provided or marked, non-compliant signage, no van accessible space</p>	<p>Restriped parking lot with ADA in 2021 (\$250) Provide ADA Signage</p>	<p>\$500</p>		
	Main Entry Accessibility	Non-compliant hardware, vestibule is too small. No accessibility signage.				
	Drinking Fountain	No Drinking Fountain	The existing building will need to be totally remodeled to provide the required accessibility. This may include an addition to the building. Since there is no public access to the building, the county may want to consider a policy concerning employees with disabilities for this location.			
	Circulation Path	Items encroaching on clear path, non-compliant hardware, non-compliant light switch mounting				
	Toilet Room	No signage, no maneuvering clearance, non-compliant hardware, inadequate clear floor space, mirror mounted too high, lavatory too deep, no pipe protection, paper towel dispenser mounted too high, toilet mounted too far from wall, inadequate clear floor space around toilet, non-compliant grab bar configuration, non-compliant shower stall.	Suggestions have been made to install a sign indicating that when assistance is needed that an individual can phone a number listed on the sign or ring a door bell (wireless which could be installed cheaply).	\$52,500	\$53,000	
Airport	Accessible Parking	Accessible parking and van parking are not provided. No signage	Repaint parking area. Provide ADA Signage	\$1,500		
	Accessible Route	Accessible route has stability issues.	Fix concrete sidewalk	\$1,500		
	Main Entry Accessibility	Door is too narrow, threshold too thick, closer shuts too quickly. Alternate entry can't be used independently. No accessibility signage.	Install wider door, new threshold, hardware and signage. This will require the relocation of fuel pump pay machine and interior casework	\$18,000		
	Circulation Path	Non-compliant hardware.	Install compliant door hardware.	\$2,250		
	Drinking Fountain	No Drinking Fountain	Install compliant drinking fountain	\$2,250		
	Kitchen Appliances	Non-compliant refrigerator	Provide compliant refrigerator	\$1,950		
	Restroom Compliance	No accessibility signage, door is too narrow, non-compliant door hardware, no mirror, no clear space under lavatory, non-compliant faucet, paper towel dispenser too high, inadequate clear space around toilet, no grab bars, toilet paper dispenser improperly mounted.	The entire restroom will need to be remodeled and reconfigured.	\$15,000	\$42,450	
			Currently there is discussion on a new terminal building. The above could be accomplished if a major renovation were done.			

TABLE 1

April 2023

County Court Services Building	Accessible Parking / Street Repair (Coordinate with City of Winchester)	Condition of Alley needs improved.	Alley – sidewalk junction needs reconditioned with curb ramps	\$11,500		
	Accessible Route	No accessibility signage, no alternate entry.	Accessibility signage is needed! Improve circulation. Move switches. No services should be on the second floor where a person with disabilities would need access.	\$1,500		
	Circulation Path	No maneuvering clearance, light switch configuration, no elevator to second floor.	There is a plan in place for second floor services to provide access on the first floor.	\$1,500		
	Service Counter	Counter too high.	Rework counter to provide lower area.	\$750		
	Kitchen Accessibility	Raised floor, non-compliant appliances and storage. See Photo #003.	Plan is in place to provide lower work areas when requested.	\$4,500		
	Restroom Compliance	No accessibility signage, door too narrow, non-compliant door hardware, door closer closes too quickly, inadequate maneuvering space, mirror mounted too high, no pipe protection, paper towel and soap dispenser mounted too high, inadequate clear space around toilet, no grab bars, toilet compartment door too narrow and not self-closing, non-compliant toilet compartment hardware, urinal mounted too high.	Floor plan would need to be remodeled to provide an accessible restroom. This will be very difficult based on limited floor area. This remodel will affect other areas of the first floor.	\$75,000		
	Drinking Fountain	Drinking Fountain is entirely non-compliant	Install compliant drinking fountain	\$2,250		\$85,500
Fairground	Accessible Parking	Inadequate number of accessible parking spaces, markings are deteriorated, non-compliant signage, no van accessible signage.	Repaint parking area. Provide ADA Signage	\$1,500		
	Main Entry Accessibility	No accessibility signage.	Provide signage.	\$300		
	Circulation Path	No maneuvering clearance, closer closes too quickly, non-compliant light switch mounting	Adjust closer, relocate light switch	\$1,200		
	Service Counter	Counter too high.	Provide lower counter area	\$750		
	Kitchen Accessibility	Non-compliant sink and appliances.	Modify sink. Provide compliant appliances.	\$6,000		
	Restroom Compliance	No accessibility signage, door opens too hard, door closer closes too quickly, sink is mounted too low, soap dispenser mounted too high, paper towel dispenser mounted too high, inadequate clear space around toilet, non-compliant grab bar configuration, flush control on wrong side, noncompliant toilet paper mounting, toilet compartment door is not self-closing, toilet compartment door hardware is non-compliant, roll-in shower is too small and doesn't have grab bars. See photos #004, #005, #006.	Modify restroom for ADA compliance. See Sketch #001.	\$7,500		
	Site Accessibility	Accessible path continuity.	Provide hard durable path between buildings.	\$9,000		\$26,250

TABLE 1

April 2023

Courtthouse	Accessible Parking	No signage. See Photo #001.	Provide ADA signage.	\$450	
	Main Entry Accessibility	Inaccessible entries do not have signage. main entry does not have sign with Accessibility Symbol. See Photo #002 and #004.	Provide ADA signage	\$450	
	Circulation Path	Mural railing is non-compliant, certain rooms do not have required maneuvering clearance. See Photo #005.	Add warning device to wood trim near floor.	\$3,750	
	Service Counter	Certain counters are too high.	Provide lower areas. Upon request as needed lower work areas are available in all offices.	-	\$4,650

Center for Family Opportunity (RCHFO)	Accessible Parking	Non-compliant signage	Provide compliant signage	\$500	
	Circulation Path	Interior ramp is non-compliant	Provide railings. Floor slope needs to be reviewed.	\$6,000	
	Service Counter	Counter too high.	Provide lower areas. Lower work areas are available upon request.	-	
	Restroom Compliance	No signage, mirrors non-compliant, no pipe protection, paper towel dispensers too high, urinal too high, certain toilet compartments noncompliant.	Bring one men's and one women's restroom up to ADA standards. Add signage to ADA restroom.	\$3,750	\$10,250
County responsible Bridges	#212- Union City Pike- west of Jackson Pike (U.C.) #304 Carl St.- east of East Street (Winchester) #308 Short St.- west of Union St. (Winchester)	Walkway integrated into bridge is inadequate	Procurement of grant money to upgrade bridge/walkway in design stage In design stage	appx.-2.8 M unknown unknown	
5 700 E Sidewalk Spartanburg		Sidewalk is uneven and narrow and without curb cuts	Replace sidewalk with new ADA compliant sidewalk		\$28,100
TOTAL COST				\$361,350	

RED LETTERING is the comments added for more clarity and alternative short-term interim upgrading

YELLOW HIGHLIGHTS are deficiencies which will receive priority in scheduling.

Work will be scheduled during maintenance and / or renovations as funds become available.

Appendix A

Notice of Public Hearing

A public hearing will be held for the purpose of reviewing and adopting the 2024 ADA transition Plan presented to the Board of Commissioners of Randolph County, Indiana at the Randolph County Courthouse, 100 South Main Street, Third floor, Winchester, Indiana at 9:00 A.M. on Monday, June 19, 2023 at which time and place all persons interested in the proceedings may appear and be heard. A copy of the ADA Transition Plan will be available on the County web site (<https://www.in.gov/counties/randolph/>) or by appointment at the Randolph County Auditor's office 100 South Main Street, Room 102, Winchester, Indiana during the hours of 8 A.M. to 4 P.M. Monday – Friday. Copies are available upon request.

Randolph County Commissioners

Michael Wickersham, Gary Girton, Gary Friend

Attest: Laura Martin

Randolph County Auditor

Appendix B-1

Resolution 2023-18

WHEREAS, the Randolph County Board of Commissioners (Board) find that it would be in the best interest and benefit for the citizens of Randolph County, Indiana, to adopt the Americans with Disabilities Act Transition Plan (ADA Plan).

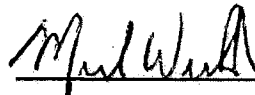
WHEREAS, the Board wishes to adopt the ADA Plan.

NOW THEREFORE, BE IT RESOLVED, that the Randolph County Board of Commissioners hereby adopts the American with Disabilities Act Transition Plan, which is attached hereto.

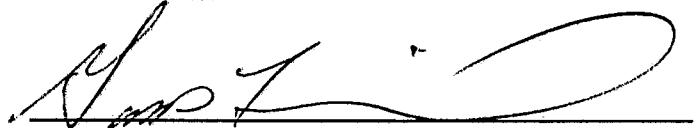
BE IT FURTHER RESOLVED, that the Randolph County Board of Commissioners hereby adopts the American with Disabilities Act Grievance Procedures, which is attached hereto.

The Resolution shall be effective upon passage.

Adopted by the Randolph County Commissioners this 19 day of June, 2023.



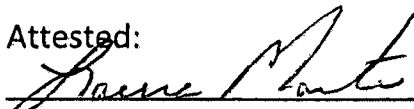
Mike Wickersham



Gary Friend

Gary Girton

Attested:



Laura Martin, Auditor

Appendix B-2



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the **Randolph County** will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: **Randolph County** does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: **Randolph County** will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in **Randolph County's** programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: **Randolph County** will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in **Randolph County** offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of **Randolph County**, should contact the office of **Randy Abel, County Building Commissioner & ADA Coordinator**:

***Center for Family Opportunity
325 S. Oak St., Suite 204
Winchester, Indiana 47394
765-584-0275***

as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the **Randolph County** to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of **Randolph County** is not accessible to persons with disabilities should be directed to ***Randy Abel, County Building Commissioner & ADA Coordinator:***

***Center for Family Opportunity
325 S. Oak St., Suite 204
Winchester, Indiana 47394
765-584-0275***

Randolph County will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

APPENDIX B-3

**Randolph County
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by **Randolph County**. The County's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Randy Abel, County Building Commissioner & ADA Coordinator
Center for Family Opportunity
325 S. Oak St., Suite 204
Winchester, Indiana 47394
765-584-0275

Within 15 calendar days after receipt of the complaint, *Randy Abel* or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, *Randy Abel* or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Randolph County and offer options for substantive resolution of the complaint.

If the response by *Randy Abel* or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to a County Commissioner or his/her designee.

Within 15 calendar days after receipt of the appeal, the County Commissioner or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the County Commissioner 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.

All written complaints received by *Randy Abel* or his/her designee, appeals to a County Commissioner or his/her designee, and responses from these two offices will be retained by the Randolph County for at least three years.

Appendix B-4

Randolph County
Office of the ADA Coordinator
Center for Family Opportunity
325 S. Oak Street, Suite 204
Winchester, Indiana 47394
765-584-0275

ADA Formal Written Complaint Form

Please print legibly.

Reporting Individual: _____ Date of Request _____

Address: _____

City, State and Zip: _____

Telephone Number: _____ Business Phone: _____

Other Contact Information: _____

If person needing accommodation is not the individual completing this form, please complete below:

Name: _____ Telephone Number: _____

Other Contact Information: _____

Program/Facility to be Inaccessible: _____

When did the situation occur (date)? _____

Describe the situation or way in which the program is not accessible, providing the name(s) where possible of the

individuals who were involved in the situation and any documentation or photographs supporting the incident:

Have efforts been made to resolve this complaint through the Request for Accommodation with the ADA Coordinator?

Yes No

If yes, what were the results?

How do you suggest this issue be remedied?

Signature: _____ Date: _____

ADA Coordinator Office Representative: _____ Date: _____

Appendix B-5

**Randolph County
Office of the ADA Coordinator
Center for Family Opportunity
325 S. Oak Street, Suite 204
Winchester, Indiana 47394
765-584-0275**

ADA Request for Accommodation

Please print legibly.

Reporting Individual: _____ Date of Request: _____

Address: _____

City, State and Zip: _____

Telephone Number: _____ Business Phone: _____

Other Contact Information: _____

If person needing accommodation is not the individual completing this form, please complete below:

Name: _____ Telephone Number: _____

Other Contact Information: _____

Check One: Accommodation Barrier Removal

Accommodation needed or location of barrier:

Brief statement of why the accommodation is needed or the barrier removed:

Date accommodation is needed _____

Signature: _____ Date: _____

ADA Coordinator Office Representative: _____ Date: _____