

**Procedures for Providing Reasonable Accommodation for Individuals with Disabilities**

**RESOURCES**

**AGENCY RESOURCES**

1. **Office of Departmental Equal Employment Opportunity** - The Director, ODEEO, who also serves as the Department's Equal Employment Opportunity Officer, has overall responsibility for assuring that an effective mechanism for handling reasonable accommodation is established and maintained. This responsibility includes establishing and disseminating Department-wide policy and procedures, monitoring, and reporting on all reasonable accommodation requests. ODEEO can be reached at (202) 708-5921.
2. **Assistant Secretary for Fair Housing and Equal Opportunity (FHEO)** – The Assistant Secretary for FHEO has Department-wide responsibility for handling program and facility accessibility issues under Section 504 of the Rehabilitation Act of 1973, as amended. FHEO can be contacted at (202) 708-4252.
3. **Departmental Disability Program Manager (DPM)** - The DPM is responsible for advising supervisors, managers, employees and personnelists in regulations relating to reasonable accommodation, as needed. The DPM maintains records and files, and ensures the information is accessible to the EEO staff for reporting purposes. The DPM serves as liaison in coordinating and monitoring a variety of administrative functions such as training, tracking, reporting functions, etc. The DPM can be reached at (202) 708-2000.
4. **Assistant Secretary for Administration** - The Assistant Secretary for Administration has Department-wide responsibility for centralized control over the processing of reasonable accommodations; and the tracking and the internal reporting on reasonable accommodation efforts and activities. This includes staff resources for readers, interpreters, and personal assistants; providing training; and producing material in alternative formats. The Assistant Secretary for Administration also has overall responsibility for technology accessibility.
5. **Reasonable Accommodation Committee (RAC)** - The Reasonable Accommodation Committee is responsible for reviewing all material and information pertaining to a **denied** reasonable accommodation request. The Committee shall consist of representatives from the Office of General Counsel (OGC), the Office of Departmental Equal Employment Opportunity

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**AGENCY RESOURCES (Cont'd)**

(ODEEO), the Office of Administration, and the Program Office in which the request originated. Union representation at Committee meetings will be available as requested and as appropriate. The Disability Program Manager shall serve as the chairperson and is responsible for informing the requester of the Committee's final decision. The Committee will review the reasonable accommodation request, any supporting medical documentation, and the written justification for denying the requested accommodation. Based on this information provided, the committee will vote to determine whether to approve or deny the request.

6. **Advisory Committee for Persons with Disabilities** - provides advice and feedback to management on issues related to the employment of persons with disabilities.
7. **Office of Human Resources** - provides information and advice on a wide range of personnel issues including recruitment sources and procedures, special employment programs, and excepted appointing authorities for hiring persons with disabilities. Headquarters Office of Human Resources can be reached at (202) 708-2000.
8. **Employee Assistance Program (EAP)/Employee Relations/Labor Relations** - The EAP staff is responsible for providing advice, guidance, and information pertaining to the prevention, treatment, and rehabilitation of employees with respect to alcoholism, drug abuse, and other personal-medical-behavioral problems, the need for reasonable accommodations and assisting in the evaluation of medical documentation. The Headquarters EAP is located in the Office of Human Resources and can be reached at (202) 708-0523.

The Employee/Labor Relations staff provides technical advice and assistance to managers on performance base actions and employees' medical inability to perform job related functions, including the evaluation of medical documentation in support of reasonable accommodation.

9. **Chief Technology Officer (CTO)** - The Chief Technology Officer in the Office of Administration has Department-wide responsibility for handling technology accessibility issues under Section 508 of the Rehabilitation Act of 1973, as amended. The CTO can be reached at (202) 708-4401.

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**RESOURCES (Cont'd)**

**GOVERNMENTWIDE RESOURCES**

**1. U.S. Department of Labor (DOL)**

Office of Disability Employment Policy  
200 Constitution Avenue, NW, Room S-1303  
Washington, D.C. 20210  
TTY: (877) 889-5627  
Fax: (202) 693-7888  
Phone: (202) 693-7880 or 866-4-USA-DOL  
Email: [InfoODEP@dol.gov](mailto:InfoODEP@dol.gov)  
<http://www.dol.gov/odep/welcome.html>

--- Provides information and guidance.

**2. Equal Employment Opportunity Commission (EEOC)**

1801 L Street, NW  
Washington, D.C. 20507  
(202) 663-4842 (Voice) or (202) 663-4053 (TTY)

--- Provides guidance to federal agencies on providing reasonable accommodations and on developing and implementing affirmative employment programs for hiring, placement and advancement of persons with disabilities. The Appellate Review Program (ARP), Office of Federal Operations, adjudicates appeals of administrative decisions and final orders.

**3. Department of Justice (DOJ)**

Coordination and Review Section  
Civil Rights Division  
10th and Pennsylvania Avenue, NW  
Washington, D.C. 20530  
(202) 724-2222 (Voice) or (202) 724-7678 (TDD)

--- Publishes Technical Assistance Guides (TAGs) that provide information and resources on a wide variety of subjects related to persons with disabilities. Examples are: telecommuni-

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ation devices for deaf people, access to public meetings, assistive devices, and interpreter referral services.

**GOVERNMENTWIDE RESOURCES (Cont'd)**

**4. U.S. Department of Justice Disability Rights Section**

Civil Rights Division Disability Rights Section-NYAVE  
950 Pennsylvania Avenue, NW  
Washington, D.C. 20407  
Toll Free: (800) 514-0301  
TTY: (800) 514-0383  
Fax: (202) 514-0404  
<http://www.usdoj.gov/crt/drs/drshome.htm>

--- Focuses on all disabilities and is especially knowledgeable in how disabilities relate to the ADA of 1990.

**5. U.S. Department of Education**

National Institute on Disability and Rehabilitation Research (NIDRR)  
400 Maryland Avenue, S.W.  
Washington, D.C. 20202-2572  
TTY: (202) 205-4475  
Phone: (202) 205-8134

--- Provides information on computer accommodations for persons with disabilities and assistance with computer-related problems.

**6. National Council on Disability**

1331 F Street, NW  
Suite 1050  
Washington, D.C. 20004  
Voice: (202) 272-2004  
TTY: (202) 272-2074  
Fax: (202) 272-2022

--- Addresses, analyzes and makes recommendations on issues of public policy that affect persons with disabilities.

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**GOVERNMENTWIDE RESOURCES (Cont'd)**

**7. Office of Personnel Management (OPM)**

Equal Employment Opportunity Office  
1900 E Street, NW  
Washington, D.C. 20415  
Voice: (202) 606-2460

--- Provides information and guidance.

**8. National Institute of Mental Health**

Office of Communications and Public Liaison  
Information Resources and Inquiries Branch  
6001 Executive Boulevard, Room 8184  
Bethesda, MD 20892  
Voice: (301) 443-4513  
Fax: (301) 443-4279  
Email: [nimhpubs@nih.gov](mailto:nimhpubs@nih.gov)  
<http://www.nimh.nih.gov>

--- Provides material and assistance related to mental health.

**9. Job Accommodation Network (JAN)**

P.O. Box 468  
Morgantown, West Virginia 26505  
Voice: 1-800-526-7234, TTY: 1-800-526-4698 (In West Virginia)

--- Provides employers with information on making accommodations for employees with disabilities.

**10. President's Committee on Mental Retardation**

300 Independence Avenue, SW  
Room 4262  
Washington, D.C. 20201  
Voice: (202) 245-7634

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-- Provides information on persons with mental retardation.

**GOVERNMENTWIDE RESOURCES (Cont'd)**

**11. United States Department of Agriculture (USDA)**

TARGET (Technology Accessible Resources  
Gives Employment Today) CENTER, Room 1006  
Fourteenth and Independence Avenue, SW  
Washington, D.C. 20250  
Voice: (202) 720-2600  
<http://usda.gov/oo/target>

--- Provides information resources and technology demonstrations to assist employees in locating and selecting equipment adapted to the needs of disabled employees. The Center aids in making information and micro-computer technology accessible to persons with vision, hearing, speech and mobility impairments.

**12. Department of Veterans Affairs**

Information Technology Center  
810 Vermont Avenue, NW  
Washington, D.C. 20420  
Voice: (202) 273-8842

--- Operates an extensive demonstration center of computer technology usable by persons with disabilities.

**13. Disability and Business Technical Assistance Centers (DBTACs)**

Voice/TTY: (800) 949-4232

The DBTACs consist of 10 federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance, and places special emphasis on meeting the needs of small businesses. The DBTACs can make referrals to local sources of expertise in reasonable accommodations.

**14. Merit Systems Protection Board (MSPB)**

1615 M Street, NW  
Washington, DC 20419.

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Voice: (800)-209-8960

The US Merit Systems Protection Board (MSPB) protects the integrity of the Federal merit systems and the rights of Federal employees working in the systems.

**GOVERNMENTWIDE RESOURCES (Cont'd)**

**15. Registry of Interpreters for the Deaf**

The Registry offers information on locating and using interpreters and transliteration services.  
Voice/TTY: (301) 608-0050

RESNA Technical Assistance Project

Voice: (703) 524-6686

TTY: (703) 524-6639

<http://www.resna.org>

RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America, can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities. Services may include: (1) information and referral centers to help determine what devices may assist a person with a disability (including access to large data bases containing information on thousands of commercially available assistive technology products); (2) centers where individuals can try out devices and equipment, assistance in obtaining funding for and repairing devices; (3) and equipment exchange and recycling programs.

**NON-FEDERAL RESOURCES**

1. **Organizations:** National, state and local organizations can provide resources and information on the employment of persons with specific disabilities. They can also provide technical assistance on making reasonable accommodation, facility accessibility, training and employment of persons with disabilities. The following are some organizations and associations that should be able to provide guidance to managers and supervisors. The list is not inclusive, but can act as a good starting point.

- a. **Alexander Graham Bell Association for the Deaf**

3417 Volta Place, NW

Washington, D.C. 20007

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Voice/TTY: (202) 337-5220

**NON-FEDERAL RESOURCES (Cont'd)**

- b. American Council of the Blind**  
1010 Vermont Avenue, NW, Suite 1100  
Washington, D.C. 20005  
Voice: (202) 467-5081  
<http://www.acb.org>
- c. American Association of Mental Retardation**  
444 North Capital Street, NW  
Suite 846  
Washington, DC 20001-1512  
Voice: (800) 424-3688 or (202) 387-1968  
(<http://www.aamr.org>)
- d. Council of State Administrators of Vocational Rehabilitation**  
1005 Thomas Jefferson Street, NW  
Washington, D.C. 20007  
Voice: (301) 654-8414
- e. Disabled American Veterans**  
807 Maine Avenue, SW  
Washington, D.C. 20024  
Voice: (202) 554-3501
- f. Epilepsy Foundation of America**  
4351 Garden City Drive  
Suite 406  
Landover, Maryland 20785  
Voice: (301) 459-3700
- g. National Center on Accessibility**  
2805 East 10<sup>th</sup> Street – Suite 190  
Bloomington, IN 47408-2698  
Voice: (812) 856-4422  
TTY: (812) 856-4421  
Fax: (812) 856-4422  
<http://www.indiana.edu/~nca>

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**NON-FEDERAL RESOURCES (Cont'd)**

- h. Learning Disability Association (LDA) (formerly the Association for Children and Adults with Learning Disabilities)**  
4156 Library Road  
Pittsburgh, Pennsylvania 15234  
Voice: (412) 341-1515 or (412) 341-8077
  
- i. Little People of America**  
P.O. Box 633  
San Bruno, California 94066  
Voice: (415) 589-0695
  
- j. Mainstream, Inc.**  
1200 15th Street NW  
Washington, D.C. 20005  
Voice/TTY: (202) 833-1136
  
- k. Muscular Dystrophy Association**  
810 Seventh Avenue  
New York, New York 10019  
Voice: (212) 586-0808
  
- l. National Association of the Deaf**  
814 Thayer Avenue  
Silver Spring, Maryland 20910  
Voice/TTY: (301) 587-1788
  
- m. National Center for Learning Disabilities**  
99 Park Avenue  
New York, New York  
Voice: (212) 687-7211

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**NON-FEDERAL RESOURCES (Cont'd)**

- n. National Federation of the Blind**  
1800 Johnson Street  
Baltimore, Maryland 21230  
Voice: (301) 659-9314
  
- o. National Information Center on Deafness**  
Gallaudet University  
800 Florida Avenue, NE  
Washington, D.C. 20002  
Voice: (202) 651-5052, or TTY: (202) 651-5976 or  
Voice/TTY: (800)-672-6720
  
- p. National Multiple Sclerosis Society**  
205 East 42nd Street  
New York, New York 10017  
Voice: (212) 986-3240
  
- q. National Organization on Disability (NOD)**  
910 16<sup>th</sup> Street, NW, Suite 600  
Washington, D.C. 20006  
Voice: (202) 293-5960 or TTY: (202) 267-3232
  
- r. National Rehabilitation Information Center**  
8455 Colesville Road, Suite 935  
Silver Spring, Maryland 20110-3319  
Voice: (301) 588-9284, TTY: (301) 495-5626,  
or Voice: (800) 346-2742
  
- s. National Spinal Cord Injury Association**  
600 West Cummings Park  
Suite 2000  
Woburn, Massachusetts 01801  
Voice: (617) 935-2722 or (800) 962-9629

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**NON-FEDERAL RESOURCES (Cont'd)**

**t. Paralyzed Veterans of America**

810 Eighteenth Street, NW  
Washington, D.C. 20006  
Voice: (202) 872-1300

**u. Self Help for Hard of Hearing People**

7800 Wisconsin Avenue  
Bethesda, Maryland 20814  
Voice: (301) 657-2248 or TTY: (301) 657-2249

**v. United Cerebral Palsy Association**

7 Penn Plaza  
Suite 804  
New York, New York 10001  
Voice: (212) 268-6655 or (800) 962-9629

- 2. Centers for Independent Living (CIL):** Independent living centers provide technical assistance and resources in a variety of areas including the employment of persons with disabilities. They can be found all over the country. A directory of independent living centers is available for a fee from:

**a. ILRU Research and Training Centers on Independent Living**

3400 Bissonnet Street  
Suite 101  
Houston, Texas 77005  
(713) 666-6244 (Voice) or (713) 666-0643 (TDD)

**b. U.S. Department of Education**

Independent Living Branch  
Rehabilitation Services Administration  
Office of Special Education and  
Rehabilitative Services  
Washington, D.C. 20202  
Voice: (800) 872-5317  
TTY: (800) 437-0833  
Email: customerservice@inet.edu.gov

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