

**CITY OF SPRINGFIELD**  
**AMERICANS WITH DISABILITIES**  
***TRANSITION PLAN***



**December 2022**



## Table of Contents

City of Springfield Officials .....	ii
Americans with Disabilities Act Compliance Evaluators.....	iii
Glossary of Terms.....	iv
Introduction.....	1
ADA Recommendations – Self Evaluation .....	2
Statement of Policy.....	3
Equally Effective Communication.....	4
Program Accessibility.....	5
Employment.....	7
Other .....	9
Guideline for Service Animals.....	10
Exhibit A Notice Under the Americans with Disabilities Act.....	11
Exhibit B To Report an Obstacle on Municipal Properties.....	12
Exhibit C City ADA Obstacle List.....	13
Exhibit D City of Springfield ADA Obstacle Removal Procedure .....	20
Exhibit E Policy and Procedure for Communication with People who are Deaf and Hard of Hearing.....	21
Exhibit F City of Springfield Reasonable Accommodation Request Procedures.....	23
Exhibit G Grievance Procedures under the Americans Disabilities Act .....	26
Exhibit H Emergency Evacuation Plan for People with Disabilities .....	28
Exhibit I Disability Related Resources.....	30
Exhibit J Interpreter list.....	37
Exhibit K CART Provider list.....	43

# City of Springfield Officials

James O. Langfelder, Mayor  
Frank Lesko, City Clerk  
Misty Buscher, City Treasurer

## Aldermen

Ward 1.....Chuck Redpath  
Ward 2.....Shawn Gregory  
Ward 3.....Roy Williams Jr  
Ward 4.....John Fulgenzi  
Ward 5.....Lakeisha Purchase  
Ward 6.....Kristin DiCenso  
Ward 7.....Joe McMenamin  
Ward 8.....Erin Conley  
Ward 9.....Jim Donelan  
Ward 10.....Ralph Hanauer

## Department Heads

*Deputy Mayor* ..... Kathleen Alcorn  
*Office of Budget and Management* ..... William McCarty  
*Communications* ..... Julia Frevert  
*Community Relations* ..... Juan Huerta  
*Convention and Visitor's Bureau*..... Scott Dahl  
*Corporation Counsel* ..... James Zerkle  
*Fire Department*..... Chief Brandon Blough  
*Human Resources* ..... Ron Cook  
*Lincoln Library*..... Summer Griffith  
*Planning & Economic*..... Lynn Wooden  
*Police Department* ..... Chief Ken Scarlette  
*Public Utilities (City, Water, Light and Power)* ..... Doug Brown  
*Public Works/Oak Ridge Cemetery* ..... Nathan Bottom

# Americans with Disabilities Act Compliance Evaluators

## Designated as ADA Coordinator

**Juan Huerta, Director**

**City of Springfield Office of Community Relations**

**1450 Groth Street**

**Springfield, IL 62703**

**(217) 789-2270 (Office)**

**(217) 789-2268 (Fax)**

**(217) 391-1559 (TTY)**

**Email: [Juan.Huerta@springfield.il.us](mailto:Juan.Huerta@springfield.il.us)**

**Office Email: [community.relations@springfield.il.us](mailto:community.relations@springfield.il.us)**

**Day/Hours Available: Monday - Friday, 8:00 AM - 4:30 PM**

<i>Office of Budget and Management (City Facilities)</i> .....	Ron Drennan
<i>Office of Budget and Management</i> .....	Debra Bryant
<i>Office of Community Relations</i> .....	Shaun Riedell
<i>Convention and Visitor's Bureau</i> .....	Scott Dahl
<i>Corporation Counsel</i> .....	Ron Cook
<i>Fire Department</i> .....	Gary Self
<i>Human Resources</i> .....	Ron Cook
<i>Lincoln Library</i> .....	Summer Griffith
<i>Mayor's Office</i> .....	Julia Frevert
<i>Oak Ridge Cemetery</i> .....	Lashonda Fitch
<i>Planning and Economic Development</i> .....	Stacy Ring
<i>Police Department</i> .....	Donald Mumah
<i>Public Utilities (City, Water, Light &amp; Power)</i> .....	Doug Brown
<i>Public Works (Building &amp; Zoning)</i> .....	Nathan Bottom
<i>Public Works (Infrastructure)</i> .....	Nathan Bottom
<i>Public Works (Parking)</i> .....	T.J. Heavisides

## Glossary of Terms

**2010 ADA Standards for Accessible Design:** These standards contain scoping and technical requirements for accessibility to buildings and public facilities by individuals with disabilities under the ADA.

**Accessible:** A facility that provides access to individuals with disabilities using the design requirements of the ADA.

**Americans with Disabilities Act (ADA):** A federal civil rights law that prohibits discrimination on the basis of disabilities in employment, state, and local government programs, activities, services, public accommodations, transportation, and telecommunications. The law was enacted in 1990 and amended with changes effective January 1, 2009.

**Communication Access Realtime Translation CART:** Cart provides communication access by translating spoken words into text and is then displayed on a computer monitor or projection screen during real time.

**Disability:** With respect to an individual: A physical or mental impairment that substantially limits one of more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment.

**Program, Activity, or Service:** The programs, activities, and services offered by the City in fulfillment of its mission. It spans all offerings open to any of the audiences served by the City.

**Public Right-of-Way:** ADA-related facilities in the public right-of-way are defined as a network of streets, sidewalks, and trails creating public pedestrian access within the City of Springfield limits. Some examples of public rights-of-way include: curb ramps, sidewalks, crosswalks, pedestrian signals, and parking.

**Qualified Individual:** An individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires. For the purposes of this subchapter, consideration shall be given to the employer's judgment as to what functions of a job are essential, and if an employer has prepared a written description before advertising or interviewing applicants for the job, this description shall be considered evidence of the essential functions of the job.

**Qualified Individuals with a Disability:** An individual with a disability who, with or without reasonable modifications to rules, policies, or practices, the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

**Reasonable Accommodation:** Making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or

devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.

**Self-Evaluation:** An assessment of the City's current policies and practices to identify which ones are inconsistent with Title II's requirements.

**Transition Plan:** Addresses physical barriers which can limit the accessibility of a City's programs, activities, and services to individuals with disabilities.

**Undue Hardship:** An action requiring significant difficulty or expense

**U.S. Department of Justice (USDOJ):** Federal agency that is responsible for enforcing Titles II and III of the ADA.

## **Introduction**

# **CITY OF SPRINGFIELD AMERICANS WITH DISABILITIES TRANSITION PLAN (DECEMBER 2022)**

In accordance with the Americans with Disabilities Act (ADA), this document shall serve as the City of Springfield's Transition Plan.

The development of this plan has occurred with the assistance of several individuals and organizations throughout the community. The City of Springfield's ADA Coordinator will coordinate all aspects of ADA compliance. Any comments, additions or suggestions about this plan may be directed to the ADA Coordinator:

**ADA Coordinator  
Juan Huerta, Director  
Office of Community Relations  
1450 Groth Street  
Springfield, IL 62703  
(217) 789-2270 (Office)  
(217) 789-2268 (Fax)  
(217) 391-1559 (TTY)**

**Email: [Juan.Huerta@springfield.il.us](mailto:Juan.Huerta@springfield.il.us)**

**Office Email: [community.relations@springfield.il.us](mailto:community.relations@springfield.il.us)**

**Day/Hours Available: Monday - Friday, 8:00 AM - 4:30 PM**

This Transition Plan will continuously be updated. A public hearing regarding the contents of the plan will be held on a yearly basis. Notice of the public hearing will be given at least two (2) weeks in advance of the hearing. Any comments, suggestions or additions to the plan may be addressed to the City's ADA Coordinator throughout the year.

## **ADA Recommendations – Self Evaluation**

### **Relationship to Previously Adopted Transition Plans**

Unless otherwise stated in this Transition Plan, all recommendations contained in previously adopted transition plans shall be considered completed. This statement does not include trainings, publications, and updates of interpreter lists, and equipment tests that are scheduled during the year. Copies of previously adopted transition plans are on file in the City Clerk's Office.

### **Personnel**

New employees, and existing employees as needed, of the City of Springfield that deal with the public as part of the normal duties of their job shall be trained on how to process requests for interpreters, including requests for documents in alternative formats, and how to work any equipment associated with the such requests.

# STATEMENT OF POLICY

## CITY CODE

### CHAPTER 36, SECTION 36.02

#### Equal Employment Policy

It is the policy of the City to be an equal opportunity employer. No officer or employee of the City shall discriminate against any other officer or employee, or applicant for employment on the basis of sex, race, color, religious belief, national origin, sexual orientation, political affiliation, marital status, age or disability unrelated to the person's ability to perform the duties of a particular job or position, except where a bona fide occupational qualification exists.

## RULES OF THE SPRINGFIELD CIVIL SERVICE COMMISSION

### RULE 1.8

#### Statement of Equal Employment Opportunity

The Springfield Civil Service Commission is committed to a policy of acting affirmatively to attract and utilize the talents of all citizens. No Civil Service Commission member or agent of the City shall discriminate against any employee or applicant for employment on the basis of sex, race, color, religious belief, national origin, sexual orientation, political affiliation, marital status, age or disability unrelated to a person's ability to perform the duties of a particular job or position, except where a bona fide occupational qualification exists.

#### EEO Policies

The City of Springfield is an equal opportunity employer and the policies of such are set forth in the Springfield Code of Ordinances and the Rules of the Springfield Civil Service Commission.

The City has prepared and distributed notice regarding the application of non-discriminatory rules (Exhibit A).

## EQUALLY EFFECTIVE COMMUNICATION

### Provide public notice of ADA Coordinator and communication sources

- City has published the name, address and phone number of the ADA Coordinator on the Internet, Intranet, and bulletin boards.
- City has designated TTY communication points. Information is available in a variety of accessible formats.
- City Council meetings and Committee of the Whole meetings on Channel 18 are closed-captioned.

### Provide internal notice to City employees about ADA issues and compliance steps

- City has posted the ADA Compliance Notice on bulletin boards at all work sites (Exhibit A).
- City has posted the names of the ADA Department Coordinators on bulletin boards at all work sites (Exhibit B).

### Provide internal notice to City employees about the obstacle removal procedure

- City has prepared and distributed the City's ADA Obstacle List to all department coordinators (Exhibit C).
- City has prepared and distributed notice regarding ADA Obstacle Removal Procedure (Exhibit D).

### Identify equipment needs/access concerns for programs, meetings, etc.

- TTY communication devices (all teletype) are located in the following areas:
  - Office of Community Relations, 1450 Groth Street  
217-391-1559
  - City, Water, Light and Power's Customer Service, Municipal Center West  
217-789-2430
- 711 Relay is available and ready to be used.
- City has trained individual employees in the use of TTY devices.
- Lincoln Library has acquired voice reader and text enlarger software available to the public at the main branch.
- City's emergency evacuation plans include procedures for evacuating persons with disabilities and have both audible signals and visual signals. (Exhibit H).

## **PROGRAM ACCESSIBILITY**

### Obstacle Removal

- Each City department has prepared a summary of all structural/architectural findings. Facilities Managers, in conjunction with each department is responsible for budgeting and planning for the removal of structural barriers that exist or may arise in the future.
  - City has collected input from interested/affected parties;
  - City has established priorities based upon need and cost, as well as impact on affected population.
- The City is in the process of completing the identification/mapping of all city infrastructure assets. The Asset Management of ADA Ramps, Sidewalks, and Downtown Parking are part of that process.
- In 2015 the Office of Public Works began the implementation of a work flow and asset management system. Staff has begun the process of collecting, documenting, and inputting city wide assets into the city works system. Those assets include but are not limited to sidewalks, ADA ramps, traffic signals, and downtown parking accommodations. With limited staff, time, and resources it is anticipated the process to be completed by June 2019.
- Additionally, the Office of Public Works is going through the American Public Works Association's accreditation process to insure that the department is following best practices for delivering services to all city residents. Parts of the process will be reviewing the department's policies and procedures for addressing accessibility issues.
- All public works projects for the City of Springfield follow the accessibility code as improvements are undertaken. It is the responsibility of the City Engineer, Construction Engineer, and the assigned site project manager to monitor those improvements.
- The City follows the Regional Planning Commission Bike and Pedestrian Plan for sidewalk planning purposes, City Council approved variances.
- Each installation of an ADA ramp would be considered an obstacle removed.
- The Office of Public Works is responsibilities for implementing the Capital Improvement Plan that focuses on infrastructure modernization that addresses additional obstacles throughout the city.
- The Office of Public Works Building and Zoning Department is responsible for reviewing and inspecting residential and commercial developments. All remodeling and new construction must comply with the Illinois Accessibility Code (IAC) standards.
- See Exhibit C for records of obstacles removed and those scheduled to be removed.

### Access to City services and programs

- City has provided Braille markings on elevators, floor markings and room numbers on public areas within the Municipal Center Complex.
- City has developed a program to provide utility bills in Braille upon request.
- City has provided for integrated wheelchair seating in the City Council Chambers.
- City has provided a mechanism for which individuals using wheelchairs can address the City Council and utilize the microphone system.

- City Council and Committee of the Whole meetings are identified by the date, time, location and accessibility.
- City has remodeled restrooms in the Municipal Center West to meet accessibility compliance.
- City will ensure new and remodeled facilities are reviewed for compliance with ADA and/or Illinois Accessibility Code (IAC) standards.
- City websites are compliant with the latest ADA accessibility standards, as described by the U.S. Department of Justice.
- City engineers and engineering technicians have completed a seminar for training for the Americans with Disabilities Act Accessibility Guidelines (ADAAG), PROWAG, and federal/state compliance requirements.
- City's RFQ/bid boilerplate will contain language stating that all federal, state, and local requirements must be followed.

# EMPLOYMENT

## Job Descriptions

- Job duties and requirements are reviewed to identify non-essential items and/or to eliminate barriers to persons with disabilities. Requests for accommodations within specific positions are evaluated on a case-by-case basis.

## Job Applications

- Position vacancies are announced through various formats. They are available on the City's website, [www.springfield.il.us](http://www.springfield.il.us), on the City's Facebook page, via telephone on the City's Job Hotline (217) 789-2440, on the Office of Human Resource's job posting bulletin board, and are sent to a variety of social service and employment agencies throughout the Springfield area.
- Job applications are made, upon request, in alternative formats. Accommodation for completing applications is provided upon request.

## Interpreter

- City has implemented a system where various interpreters can be contacted by City of Springfield personnel to assist in providing services to persons who are deaf or hard of hearing or if a CART reporter is needed. (Exhibit E)
- Job applicants requesting an interpreter will be asked if they would like a certified interpreter or a CART reporter. If so, a certified interpreter or CART reporter would be contacted.

## Interviews

- Employment interviews conducted by the City of Springfield are conducted in accordance with federal law that protects qualified individuals with disabilities from inquiries designed to identify the existence of an applicant's disability. Supervisors have been trained in this area and have been given "The Hiring Process" manual that explains why certain interview questions are prohibited and helps interviewers develop questions that reveal an applicant's ability to perform the essential functions of the job.

## Pre-employment medical exams

- Applicants for certain job classifications are required to undergo a pre-employment medical exam which may include a physical examination, drug screening and/or psychological examination. These examinations are all conducted post-job offer and are given to all candidates who are offered a position within that job classification.
- Rule 4.2(E) of the Rules of the Springfield Civil Service Commission states, "In accordance with State statutes, the Commission may set medical, physical or health standards that are clearly job-related, making reasonable accommodation for persons with disabilities."

NOTE: The City of Springfield includes persons or institutions that serve persons with disabilities as contractors.

### Reasonable Accommodation Requests

- City has consistently reviewed all formal and informal requests for reasonable accommodations and has approved such requests unless they have imposed an undue hardship.
- Formal procedures and a request form for employees requesting a reasonable accommodation have been developed. Such procedures will be distributed to employees and department heads. (Exhibit F).

## OTHER

### Grievance Procedure

- The Springfield City Code of Ordinances outlines the grievance procedure for City employees.
- City has established a grievance procedure for the general public relating to disability/access-related complaints (Exhibit G).
- City provides access to the grievance procedure via the city's website.

### Cooperation from Organizations/Advocates of Persons with Disabilities

- City utilized public input during the self-evaluation process.
- City's ADA representatives continue to meet with individual advocates/organizations on ADA compliance issues.
- City's ADA Coordinator will continue to serve as an ad-hoc member of the Springfield Disabilities Commission and will serve as a liaison between the Commission and the Mayor's Office.
- City maintains an on-going list of persons interested in assisting the City in its compliance efforts.

### Crisis Intervention Team

- The Springfield Police Department has a Crisis Intervention Team that has numerous officers that have been specially trained to deal with subjects in crisis or suffering from mental illness.

### Springfield Disability Commission

- As part of its efforts to obtain regular input from persons with disabilities and other advocates for accessibility, the city established the Mayor's Springfield Disabilities Commission. Its charge includes assisting with the education of the public and public officials on issues concerning people with disabilities, monitoring the accessibility status of facilities used by the public, and making recommendations to improve accessibility.

### Review of City Code/Policies

A review of the Springfield City Code of Ordinances and any other City-issued policies will be reviewed to ensure proper and uniform terms and definitions are used.

### Visually Impaired

The City of Springfield Office of Community Relations will contact Springfield Center for Independent Living (SCIL) to obtain Braille material when needed.

## **GUIDELINES FOR SERVICE ANIMALS**

The City of Springfield, Illinois will allow service animals to enter all city buildings. The City will adopt the Department of Justice Guidelines regarding Service Animals. The State of Illinois Attorney General Office has adopted the Department of Justice Service Animals Guidelines established in 2010 by the Department of Justice.

Please see guidelines for service animals established in 2010 from the Department of Justice.

[https://www.ada.gov/service\\_animals\\_2010.htm](https://www.ada.gov/service_animals_2010.htm)

## EXHIBIT A

# 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 City of Springfield will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

The City of Springfield 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.

The City of Springfield will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the City’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.

The City of Springfield 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 the City of Springfield 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 the City of Springfield should contact the Office of Community Relations (see contact information below) as soon as possible before the scheduled event.

The ADA does not require the City of Springfield 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 the City of Springfield is not accessible to persons with disabilities should be directed to:

**Juan Huerta, Director**  
**Office of Community Relations**  
**1450 Groth Street**  
**Springfield, IL 62703**  
**(217) 789-2270 (Office)**  
**(217) 789-2268 (Fax)**  
**(217) 391-1559 (TTY)**

**Email: [Juan.Huerta@springfield.il.us](mailto:Juan.Huerta@springfield.il.us)**

**Office Email: [community.relations@springfield.il.us](mailto:community.relations@springfield.il.us)**

**Day/Hours Available: Monday – Friday, 8:00 AM - 4:30 PM**

The City of Springfield 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.

**EXHIBIT B**

**AMERICANS WITH DISABILITIES ACT  
COMPLIANCE EVALUATORS  
OBSTACLE REMOVAL COORDINATORS**

**TO REPORT AN OBSTACLE ON MUNICIPAL PROPERTY,  
PLEASE CONTACT ONE OF THE COORDINATORS BELOW**

<b>Department</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
<b>City Coordinator</b>	Juan Huerta	789-2270, x2953	Juan.Huerta@springfield.il.us
Community Relations	Shaun Riedell	789-2270, x2955	Shaun.Riedell@springfield.il.us
Convention and Visitor's Bureau	Scott Dahl	789-2360	Scott.Dahl@springfield.il.us
Fire	Gary Self	788-8430	Gary.Self@springfield.il.us
Human Resources	Ron Cook	789-2446	Ronald.Cook@springfield.il.us
Legal	Linda O'Brien	789-2393, x4904	Linda.Obrien@Springfield.il.us
Lincoln Library	Summer Griffith	753-4900, x 5639	Summer.Griffith@lincolnlibrary.info
Mayor's Office	Julia Frevert	789-2235, 2916	Julia.Frevert@springfield.il.us
Office Budget & Management – C City Facilities	Ron Drennan	789-2260, x6238	Ron.Drennan@springfield.il.us
Office of Budget & Management	Debra Bryant	789-2191, x5202	Debra.Bryant@springfield.il.us
Planning & Economic Development	Stacy Ring	789-2377, x5471	Stacy.Ring@springfield.il.us
Police	Donald Mumah	788-8331, x4238	Donald.Mumah@springfield.il.us
Public Utilities – City, Water, Light and Power	Mike Romer	789-2116, x1095	Michael.Romer@cwlp.com
Public Works – Building & Zoning	Nathan Bottom	789-2171, x5126	Nathan.Bottom@springfield.il.us
Public Works – Infrastructure	Nathan Bottom	789-2255, x5223	Nathan.Bottom@springfield.il.us
Public Works – Oak Ridge Cemetery	Lashonda Fitch	789-2340	Lashonda.Fitch@springfield.il.us
Public Works-Parking	T.J. Heavisides	789-2255, x5526	Thomas.Heavisides@springfield.il.us
ISD	Michael Jameson	789-2043, x2809	Michael.Jameson@cwlp.com

EXHIBIT C

City ADA Obstacle List 2022

Dept.	Location	Date	Estimated Budget Fiscal Year	Completed Year
<b>SCVB</b>	<b><u>Convention and Visitors Bureau:</u></b>			
	All doors are less than 32 inches wide		2024	
	Unisex restroom is not accessible		2025	
<b>PW</b>	<b><u>Public Works:</u></b>			
	Sidewalk Repair (See Attached List)			On-going
<b>CWLP</b>	<b><u>PARKS</u></b>			
	<b><u>Tom Madonia Park West, (f/k/a West Forest Park):</u></b>			
	Accessible picnic area with ADA picnic table		2017	2017
	Playground not accessible		2017	2017
	<b><u>Tom Madonia Park East, (f/k/a East Forest Park):</u></b>			
	Accessible picnic area with ADA picnic table		2017	2017
	<b><u>Lake Park:</u></b>			
	Playground equipment not accessible		2017	2017
	Picnic area not accessible		2017	2017
	<b><u>West Cotton Hill Park: minimal use</u></b>			
	Accessible Parking		2026	
	Accessible restroom		2027	
	Accessible pathways to equipment and areas		2027	
	<b><u>Wildlife Sanctuary Park:</u></b>			
	Accessible parking		2025	
	Accessible playground equipment		2026	
	Accessible walkways to equipment and park areas		2025	
	<b><u>Accessible restrooms (Install porta-potty handicap access)</u></b>		2022	2023
	NO building at Wildlife Sanctuary Park			
	<b><u>Lindsay Boat Ramp Park:</u></b>			
	Lindsay bridge restroom -- Have enlarged stall to accommodate a wheelchair. Additional modifications are needed to make doorway ADA Accessible, e.g., needs a rebuild of the <b>door opening/walkway</b> , etc. <i>(Note: boat ramp areas are budgeted under CWLP Security)</i>		2024	ADA porta potty installed 2022 improvements scheduled for next fiscal year

## EXHIBIT C

### CITY OF SPRINGFIELD OBSTACLE LIST

\*Sidewalks: The Springfield Disabilities Commission will be updating on an ongoing (at least annual) basis as budgetary parameters are determined and the specific details/nature of sidewalk projects are identified. A major presentation will be made by the Springfield Department of Public Works regarding sidewalks and curb cuts as a part of the annual ADA Public Hearing. The contents of this presentation will be added as an addendum to this report.

\*Thanks to generous donations from the Community Foundation for the Land of Lincoln, Illinois Elks Children's Care Corporation, Council of Lake Springfield Clubs, and the Springfield Lake Shore Improvement Association.

\*\*Library: The main facility of the Lincoln Library (227 South 7th Street) is a fully ADA accessible library for the City of Springfield. All public programming activities are currently and will continue to be conducted at this location. Our Lincoln Library Board has undertaken a strategic planning process to determine our long-term strategy for library facilities. As that strategy is implemented primary consideration will be to guarantee full accessibility for persons with disabilities.

ADA repairs will be made as allowable within the budget of each department is as appropriated for FY23.

The department continues to research available grants and applies for these grants as they become available.

## Obstacle List 2022

<b>2022 Sidewalk Program</b>					
<b>Street Name</b>		<b>Quadrant Location/ Number per</b>			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Michigan Ave.	Keys Ave.			1	
Peoria Rd.	Wood Ave.			1	1
Poole Ave.	Yates Ave.			1	
Osburn Ave	Yates Ave.			1	
Patton Ave.	Yates Ave.	1		1	
MacArthur Ave.	Yates Ave.		1		
3 <sup>rd</sup> St.	Eastman Ave.			1	
Monument Ave.	Eastman Ave.	1			
Federal Way	Reynolds St.				1
Federal Way	Mason St.	2	2	2	2
Federal Way	Madison St.	1		1	
14 <sup>th</sup> St.	Reynolds		1		1
14 <sup>th</sup> St.	Whitney Ln.	1		2	2
14 <sup>th</sup> St.	Mason St.	2	2	2	2
Meridian Ave.	Mason St.	1		1	
19 <sup>th</sup> St.	Cincinnati Ave.	1			
19 <sup>th</sup> St.	North Grand East		1		
Bentley Circle	Mason St.		2		2
David St.	Adams St.	1	1		
Guemes	Columbia Ave.	1			
MLK	Adams St.			2	2
MLK	Capital St.			2	
Crane Dr.	Pacific Grove	1	1	1	1
Crane Dr.	Raven Rd.	1	1		
Turnstone Rd.	Raven Rd.		1	1	
Fairway Dr.	Monroe St.		1		1
4 <sup>th</sup> St.	Scarritt St.		2		2
Park Ave.	S. Grand Ave. West				1
3 <sup>rd</sup> St.	Scarritt St.	1			
Noble Ave.	Ivywood Dr.			1	

## 2022 Bituminous Overlay Program

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Kate Ct.	Christopher Ln.	1		1	
Wentworth Dr.	Seacroft			1	1
Southport	Seacroft	1	1	1	1
Wentworth Dr.	Southport			1	1
Willemore	Leland				1
Wiggins	Leland	1	2	1	1
Bates	Leland	2	2	2	2
Noble	Leland				2
State	Laurel	2		2	
Glenwood	Laurel	2	2	2	2
Walnut	Laurel	2	2	2	2
Holmes	Laurel	1	1	1	1
Harriet	Jefferson		1		1
Monteford	Isles	1		1	
Walnut	Monroe	1	1	1	1
New	Monroe			1	
2 <sup>nd</sup> St.	Laurel		1		1
2 <sup>nd</sup> St.	Oak	2	2	2	2
12 <sup>th</sup> St.	Ash		1		1
14 <sup>th</sup> St.	Ash		1		1
15 <sup>th</sup> St.	South	2	2	2	2
5 <sup>th</sup> St.	Enterprise	1	1		
5 <sup>th</sup> St.	Dodge			1	1
5 <sup>th</sup> St.	Enos			1	1
5 <sup>th</sup> St.	Miller	2	2		
5 <sup>th</sup> St.	Carpenter			2	
15 <sup>th</sup> St.	Laurel		1		1

## 2022 City of Springfield Garage

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Willshire Rd.	Lake Plaza Dr.				1
Taylor Ave.	Stanton Ave.	1	1		
Taylor Ave.	Radcliff Rd.	1	1		
Taylor Ave.	Villanova	1	1		
Wheeler Ave.	Pine St.	1			
9 <sup>th</sup> St.	Adams St.				1
Wesley St.	Clearlake Ave.			1	
11 <sup>th</sup> St.	Sangamon Ave.				2

## 2022 City of Springfield-New Subdivisions

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Sloan Drive	Old Salem Lane		1		1
Sloan Drive	Eugene Court			1	1
Sloan Drive	Boone Drive			1	1
Sloan Drive	Tess Drive			1	1
Sloan Drive	August Court			1	1

## 2022 Concrete Patching Program

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Pasfield	Edwards	2	1	2	1
New St.	Edwards	2	1	2	1

## 2022 Brick Street Repairs

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
State St.	Governor	2		2	
State St.	Monroe		2		

## 2022 Chatham Road Overlay

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Bruns Lane	Claire			2	1
Bruns Lane	North Grand	2	4		
Bruns Lane	Wenzel	1	1		
Bruns Lane	Windsor			1	2
Bruns Lane	Stelte	2	1		
Bruns Lane	Calhoun			1	1
Bruns Lane	Karl	1	1		
Bruns Lane	Bruns Lane Ct.			1	1

## 2022 Hilltop Rd. Reconstruction

Street Name		Quadrant Location/ Number per			
North-South Street	East-West Street	N.E.	S.E.	N.W.	S.W.
Hilltop Road	Alderwood			1	1
Hilltop Road	Buckeye		1	1	2
Hilltop Road	County Rd. 2 ¾ A	1		1	
Hilltop Road	Oakview	1	1		
Hilltop Road	Burr Oak	1		2	1
Hilltop Road	Destiny Dr.	1	1		
Hilltop Road	Castle Hill Blvd.		1		1

<b>2022 ADA Ramp Totals</b>	<b>Count</b>
Sidewalk	70
Overlay	79
City Garage	12
New Subdivision	10
Concrete Patching	12
Brick Program	6
Chatham Rd. Overlay	23
Hilltop Rd.	18
<b>Total:</b>	<b>230</b>

**EXHIBIT D**  
**CITY OF SPRINGFIELD**  
**ADA OBSTACLE REMOVAL PROCEDURE**

**Purpose**

The purpose of the procedure is the elimination of the physical obstacles in the City's facilities that limit the accessibility of its programs or activities to persons with disabilities.

**Procedure**

The City of Springfield will prepare a list of obstacles in City facilities and on City property. The list shall be maintained on a regular basis. The City's fiscal year starts on March 1st. The Public Works department coordinator will inform the department budget analyst of those obstacles that will be submitted for the budget. The obstacles should be presented by the 1st of August in order to be considered for the budget. The City ADA Coordinator will prepare and monitor the list. The Coordinator may pass any obstacle (budgetary, non-budgetary, critical, or non-critical) to the responsible Department for correction when deemed appropriate.

Public Works, Police Department, Fire Department, Community Relations, Office of Budget Management, and City, Water, Light and Power, will provide a coordinator to coordinate the activities with the ADA Coordinator. Other departments are encouraged to submit coordinators. These coordinators will provide the following functions:

1. Report to the City ADA Coordinator any known obstacles.
2. Receive the non-budgetary and budgetary obstacle list from the City ADA Coordinator.
3. When possible have non-budgetary obstacles eliminated and report them to the City coordinator.
4. Submit budgetary obstacles to the budget process.
5. Report to the City ADA coordinator list of obstacles on the approved budget
6. Report to the City ADA coordinator the budgeted obstacles that have been eliminated.  
The report activities are to be reported on standardized forms.

Employees should report any obstacle to their department coordinator. Employees in departments without a department coordinator and the general public should report all obstacles to the Citywide Coordinator.

## **EXHIBIT E**

### **POLICY AND PROCEDURE FOR COMMUNICATION WITH PEOPLE WHO ARE DEAF AND HARD OF HEARING**

#### **I. POLICY FOR THE POLICE AND FIRE DEPARTMENT**

It the policy of the City of Springfield to ensure that steps are taken to provide for effective communication for persons that are deaf and hard of hearing.

#### **II. PROCEDURES**

A. When a Springfield responding police officer or fireman comes in contact with a person who is deaf or hard of hearing, that person must determine if he/she is capable of providing effective communications with the deaf or hard of hearing person to resolve the issue.

B. Several techniques or process can be used to effectively communicate with a person who is deaf or hard of hearing.

1. Request what method is needed.
2. Use of hand written notes.
3. Use of typewritten notes or text.
4. Use of sign language.
5. Use of a certified interpreter.

C. Contacting the Interpreter

If the technique or process that most effectively communicates with the deaf or hard of hearing person is the use of a certified interpreter, the following procedure will be used:

*Note: (The city must give primary consideration to the request of the individuals with disabilities.)*

1. The responding police officer or fireperson will contact the supervisor and advise the supervisor of the need for an interpreter so that effective communications with the deaf or hard of hearing person will occur.
2. The responding police officer or fireperson or there supervisor will contact Sangamon County Combined Dispatch (SCCDS) and ask SCCDS to contact a certified interpreter for a deaf or hard of hearing person.
3. Upon arrival at the scene of the interpreter, the responding police officer or fireperson will brief the interpreter on the situation, and the message/information that needs to be relayed to the person who is deaf or hard of hearing.
4. When the person who is deaf or hard of hearing requires immediate hospitalization, it is the ambulance driver who will notify the hospital emergency room of the need for an interpreter; the hospital will then contact an interpreter.

D. Payment Responsibility

When the use of an interpreter is requested by the responding police officer or fireperson in order to provide for effective communications, the City of Springfield will be responsible.

*Note 1: Each department will be responsible for payment of its use of an interpreter.*

*Note 2: When the person who is deaf or hard of hearing is sent to the hospital by ambulance, the hospital will be responsible for payment for the interpreter.*

Upon the conclusion of the interpreter's service, the supervisor or responding police officer or fireperson will complete a requisition form to commence the process to compensate the interpreter.

a. The requisition form will contain at a minimum:

- 1) Name, Address, City, State, Zip Code, Phone number of the interpreter.
- 2) The name of the requesting police officer or fireperson and/or the supervisor of the department
- 3) The date, time, location, file number of the call for police service (if required)
- 4) Approximate cost of the services rendered.
- 5) An invoice or bill from the interpreter (if provided)
- 6) A copy of the police report or fireperson's report will be attached to the requisition form.

b. The completed requisition form will be forwarded for processing through the proper chain of command.

E. Sangamon County Combined Dispatch Services (SCCDS) and the Office of Community Relations Procedures

1. SCCDS personnel will maintain an up to date roster of certified interpreters for persons who are deaf or hard of hearing.
2. This roster can be obtained from the web site [www.idhhc.state.il.us](http://www.idhhc.state.il.us) .
3. **The Office of Community Relations can be contacted, if a certified interpreter is needed for a person who is deaf or hard of hearing or for a CART reporter for the City of Springfield.**

## EXHIBIT F

### CITY OF SPRINGFIELD REASONABLE ACCOMMODATION REQUEST PROCEDURES

#### I. POLICY

It is the policy of the City of Springfield to inform employees and applicants of the right to reasonable accommodations and to provide such accommodations in the most cost-effective manner available unless it would impose an “undue hardship”.

#### II. PURPOSE

The purpose of the policy is to ensure that requests for reasonable accommodations are considered in a timely manner and in a way that is consistent with the Americans with Disabilities Act.

#### III. PROCEDURES

A. An employee must request any and all reasonable accommodations on a “*Request for Reasonable Accommodation Form*.” This form can be obtained from the employee’s immediate supervisor or the Office of Human Resources. The employee is responsible for adequately responding to all questions on the form. Once completed, the form, along with any medical documentation supporting the request, shall be submitted to the employee’s immediate supervisor.

B. The immediate supervisor shall:

1. Grant the request if able to do so without obtaining further authorization. The immediate supervisor shall then indicate on the “*Request for Reasonable Accommodation Form*” that the accommodation has been made and forward the completed form to the ADA Coordinator; OR
2. Make a recommendation to the Division Head regarding the request within five (5) working days of receipt of the completed “*Request for Reasonable Accommodation Form*” and forward the request directly to the Division Head.

C. The Division Head shall make a recommendation regarding the request within five (5) working days of receipt of the “*Request for Reasonable Accommodation Form*” and shall forward the request directly to the Director.

D. The Director will make the final decision regarding the request within five (5) working days of receipt of the “*Request for Reasonable Accommodation Form*”. A copy of the Director’s decision shall be given to the Division Head, immediate Supervisor and ADA Coordinator. The immediate Supervisor shall be responsible for providing the employee with a copy of the response within five (5) working days of receipt of the Director’s decision. If the

recommendation is to grant the request, the immediate supervisor shall be responsible for the implementation of the request.

E. All reviewers shall consider each request based on the following criteria:

- The relationship between the accommodation and essential functions of the job;
- Necessity;
- Cost effectiveness;
- Undue hardship; and
- Compatibility with existing equipment (where applicable).

#### **IV. UNDUE HARDSHIP**

Reasonable accommodations do not have to be granted if they impose an undue hardship. However, consideration must be given to whether another accommodation exists that would not result in an undue hardship. Factors to be considered in determining whether a reasonable accommodation request poses an undue hardship include:

- the nature and cost of the accommodation;
- the overall financial resources of the facility , number of employees at such facility and the effect on expenses and resources;
- the overall financial resources and size of the employer, including the number of employees and the number, type and location of its facilities;
- the type of operation including composition, structure and functions of the workforce, geographic separateness and administrative or fiscal interrelationship;
- the impact of the accommodation on business operations.

#### **V. APPEAL OF DECISION**

If the employee wishes to appeal the Director's decision, the employee must file an appeal with the City's ADA Coordinator within ten (10) working days of notification of the decision. The request shall include the reasons for the request for reconsideration and, if appropriate, alternative suggestions for a reasonable accommodation. A decision shall be made and the employee notified within ten (10) working days of receipt of the appeal. The decision of the ADA Coordinator constitutes the final administrative action.

#### **VI. EXTENSION OF TIME LIMITS**

The time limitations provided in Section IV may be extended if circumstances warrant; e.g., absence of a person needed to make the determination, additional information required, etc. The individual requesting the reasonable accommodation shall be notified if an extension is required and shall be given the date of the extended deadline.

## **VII. MEDICAL VERIFICATION**

At any time during the review process, medical documentation may be required to assess the accommodation request. It will be the responsibility of the employee/applicant to provide this information. The medical report(s) must include documentation supporting the need for the specific requested accommodation.

## **VIII. JOB APPLICANTS**

This policy shall also apply to applicants for positions with the City of Springfield. Applicants who are requesting a reasonable accommodation to perform the essential functions of the job will also be required to complete the “*Request for Reasonable Accommodation Form.*” Applicants may request the “*Request for Reasonable Accommodation Form*” from the Office of Human Resources.

## **EXHIBIT G**

### **Grievance Procedure**

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 the City of Springfield, Illinois. The City of Springfield'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:

**ADA Coordinator  
Juan Huerta, Director,  
Office of Community Relations  
1450 Groth Street  
Springfield, IL 62703  
217-789-2270 (Office)  
217-789-2268 (Fax)  
217-391-1559 (TTY)  
Juan.Huerta@springfield.il.us**

Within fifteen (15) calendar days after receipt of the complaint, ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. The designee will respond in writing within fifteen (15) calendar days of the meeting a written response or in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City of Springfield, Illinois and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Mayor or his designee.

Within fifteen (15) calendar days after receipt of the appeal, the Mayor or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Mayor or his designee will respond in writing, or in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by ADA Coordinator or his/her designee, and responses from these two offices will be retained by the City of Springfield for at least three years.

**ADA Grievance Form  
City of Springfield, Illinois**

1. Date of Grievance: \_\_\_\_\_
2. Name of Person filing the Grievance: \_\_\_\_\_
3. Contact Information: Address \_\_\_\_\_ Phone \_\_\_\_\_  
Email: \_\_\_\_\_
4. Date of alleged discrimination: \_\_\_\_\_
5. Please describe in detail what prevented you from being able to receive the benefits of the City of Springfield programs, services or activities. Include dates, locations, (addresses and parts of buildings), witnesses and any other details that will aid the City in the investigation of your grievance.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Have you discussed this matter with City staff?  YES  NO If yes, whom?  
\_\_\_\_\_
7. What would you like to see done to resolve the issue?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
8. Signature \_\_\_\_\_ Date \_\_\_\_\_

If, because of your disability, you need assistance in completing this form please notify the City ADA Coordinator:

**ADA Coordinator  
Juan Huerta, Director  
Springfield Office of Community Relations  
1450 Groth Street • Springfield, IL 62703  
(217) 789-2270 (Office) • (217) 789-2268 (Fax) • (217) 391-1559 (TTY)  
Email: [Juan.Huerta@springfield.il.us](mailto:Juan.Huerta@springfield.il.us)  
Office Email: [community.relations@springfield.il.us](mailto:community.relations@springfield.il.us)  
Day/Hours Available: Monday –Friday, 8:00 AM – 4:30 PM**

## Exhibit H

### Emergency Evacuation Plan for People with Disabilities

There are both audible signals and visual signs

1. Some people with disabilities may not want assistance. In such cases, the fire warden should alert the fire department to their last known location.
2. For those who do want assistance, below are some suggestions:
  - a. People who are unable to walk - If located on an upper floor, the employee may be assisted to a stairwell landing to await evacuation or further instructions by fire department personnel. It is important that the co-worker or “buddy” who is assigned to the person with the disability stay with the person until the emergency is over or ensure that the person with the disability is provided with a walkie-talkie, and, is capable of using it.
  - b. People who can walk with assistance: These employees may not be able to travel to a safe area quickly. A co-worker or “buddy” may be designated to assist and accompany the person in descending the stairs in the event additional help is needed, or the individuals may choose to wait in a stairwell for fire department personnel to assist them. It is important to inform the fire department personnel of this decision. Someone should be assigned to stay with this person until the emergency is over, or, insure that the person with the disability is provided with a walkie-talkie and is capable of using it.
  - c. Visual Impairment: Those individuals with poor vision or no vision may not realize the extent or location of an emergency, and may walk into unexpected objects in paths of escape. An employee with a visual impairment can proceed down the stairs with minimal assistance from a sighted coworker. The individual may prefer to hold on to the sighted person’s elbow and walk a half-step behind. Someone should follow behind to protect the employee from being pushed down in the event of crowding. It is best if someone remains with the employee until the emergency is terminated.
  - d. Deaf or Hard of Hearing: Deaf and hard of hearing individuals may not be able to distinguish audible warning alarms or respond to voice communications. They may be able to see a visual alarm; if so, they should be able to evacuate with the other employees. If there is no visual alarm nearby, personal notification in the form of sign or hand gestures will be necessary. It is especially important that the floor warden check in restrooms, copy rooms, and kitchens in case an alarm may not be seen from that area. To get the attention of deaf or hard of hearing employees, flick the room light switch on and off to convey the need to communicate.

Evacuation Procedure for People with Disabilities:

1. The floor warden must know the whereabouts of every person with a disability who is in the work area and know who that person is.
2. Each floor warden shall designate an assistant and an alternative to assist the person with the disability to the secure stairwell.
3. Before leaving the person with the disability and the co-worker/buddy in the area of refuge, the floor warden shall give the person(s) a walkie-talkie set.
4. If the person with disability is capable of operating the walkie-talkie, the co-worker/buddy may choose to proceed out the building to the assigned meeting area.
5. The floor warden shall keep the other walkie-talkie for communication with the person(s) in the area of refuge.
6. The safety supervisor and the floor warden shall descend the stairwell making sure all the doors in the stairwell are closed.
7. The floor warden shall exit the building and shall notify the fire personnel where the persons with disabilities are located in the areas of refuge.

## Exhibit I

# Disability Related Resources for Springfield, Illinois

### Educational Center for the Visually Impaired

3240 Hedley Road, Suite C

[info@edcentervi.org](mailto:info@edcentervi.org)

(217) 303-9062

Provide free quality education, training and resources so people with visual impairments are able to live safe, independent and fulfilling lives.

### Access Springfield

SMTD

928 S. Ninth St.

Springfield, IL 62703

(217) 522-6087 (Information)

(217) 522-8594 (Reservations)

[www.smtd.org/displayPage.asp?pID=17](http://www.smtd.org/displayPage.asp?pID=17)

Mon-Fri: 6:15am-Midnight

Sat: 6:15am-6pm

Closed Sunday and major holidays

Paratransit services in Springfield are provided by the SMTD-Springfield Mass Transit District.

### Springfield Center for Independent Living

330 South Grand Ave. W. (Cross St.: Pasfield)

(217) 523-2587 V/TTY, (800) 841-6167 V/TTY

(800) 447-4221

Mon-Fri. 8:30am-5:00pm

[www.scil.org](http://www.scil.org)

Founded in 1985, SCIL is an advocacy organization serving people with disabilities of all types in Menard, Logan, Sangamon, Christian and Montgomery counties. Core services include Information and Referral, Independent Living Skills Training, Peer Counseling and Advocacy (Individual and Systemic). Except for sign language classes, services are free.

## **Department of Human Services**

100 South Grand Ave. E. (Cross St.: 1st St.)  
(217) 557-1601, (217) 557-2134 TTY  
DHS Helpline: (800) 843-6154, (800) 447-6404 TTY  
[www.dhs.state.il.us](http://www.dhs.state.il.us)

Mon-Fr. 8:30am-5:00pm

State agency offering a wide variety of disability and rehabilitation services for persons with disabilities of any type. Website has links to useful resources in the state and nationwide.

## **Illinois Assistive Technology Program**

1020 S. Spring St.  
(217) 522-7985 V, (217) 522-9966 TTY  
(800) 852-5110 V/TTY, IL only  
[www.iltech.org](http://www.iltech.org)

Mon.-Fri. 8:00am-4:30pm

IATP is a statewide, not-for-profit organization that provides information and assistance regarding assistive technologies and accessibility. In addition to a loan program, IATP has a demonstration center with hundreds of devices for visitors to try out. A list of assistive devices that can be borrowed is available online. IATP's newest program is the Homeownership Coalition which helps persons with disabilities to purchase, modify and maintain their own homes.

## **Equip for Equality**

235 S. Fifth Street (Cross St.: E. Monroe)  
(217) 544-0464  
(800) 758-0464, (800) 610-2779 TTY  
[www.equipforequality.org](http://www.equipforequality.org)

Hours? Mess.

Non-profit organization dedicated to advancing the civil rights of persons with disabilities in Illinois. It is the only state-wide, cross-disability organization providing self-advocacy assistance, legal services, and disability rights education while also engaging in public policy and legislative advocacy.

## **Mid-Illinois Talking Book Center**

(800) 426-0709

[www.mitbc.org](http://www.mitbc.org)

Mon-Fri. 8:00am-4:30pm

Part of a statewide and national network of libraries, this sub-regional library serves persons in central Illinois who are unable to read regular print because of low vision, blindness or a physical disability. They have books and magazines on tape as well as playback equipment. Books and magazines are mailed free to and from library patrons. Open Mon-Fri 8am-5pm.

## **Illinois Deaf and Hard of Hearing Commission (IDHHC)**

1630 S. Sixth St. (Cross St.: E. Cedar)

(217) 557-4495 V/TTY

(877) 455-3323 V/TTY

[www.idhhc.state.il.us](http://www.idhhc.state.il.us)

Mon.-Fri. 8:30am-4:30pm

This state agency works to assure equality, respect, accessibility and independence for all individuals with a hearing loss. Among other services, they offer an online directory or sign language interpreters.

## **Illinois Telecommunications Access Corporation (ITAC)**

3001 Montvale Dr., Ste. D (Cross St.: Wabash Ave.)

(800) 841-6167, (800) 841-1055 TTY

[www.itactty.org](http://www.itactty.org)

Mon.-Fri. 8:00am-5:00pm

ITAC provides equipment to qualified persons who are deaf, hard of hearing or have a speech disability, enabling them to use the telephone. ITAC also provides the relay service in Illinois.

## **Muscular Dystrophy Association**

115 N. Neil St. #100

Champaign, IL 61820

(217) 351-1853

[www.mda.org](http://www.mda.org)

Mon.-Fri. 9:00am-5:00pm

Provides diagnostic clinics, therapy, equipment funding, support, research, summer camps and health care for people of all ages with muscular dystrophy or ALS. The office in Champaign, headed by executive director Amber Lannert, serves the Springfield area as well. Contact her by email at: [ALannert@mdausa.org](mailto:ALannert@mdausa.org)

## **Sparc**

232 N. Bruns Lane (Cross St.: W. Washington)  
(217) 793-2100

[www.spfldsparc.org](http://www.spfldsparc.org)

Mon.-Fri 8:30am-4:30pm

Sparc helps people with developmental disabilities improve the quality of their lives. Sparc programs include 24-hour residential support, developmental training, supported living, respite, supported employment, family support, summer camp and the Epilepsy Resource Center.

## **City of Springfield's ADA Compliance Coordinator**

Office of Community Relations  
1450 Groth Street, (Cross St.: South Grand E.)  
(217) 789-2270, (217) 789-2269 TTY

[www.springfield.il.us](http://www.springfield.il.us)

Days/Hours Available

Monday-Friday, 8:00 a.m.-4:30 p.m.

Individuals who need auxiliary aids for effective communication in programs and services of the City of Springfield are invited to contact the ADA Compliance Coordinator.

## **City of Springfield's Office of Public Works**

231 S. Sixth Street, 3rd Floor (Cross St.: E. Monroe)  
(217) 789-2255

[www.springfield.il.us](http://www.springfield.il.us)

Days/Hours Available

Monday-Friday, 8:00 a.m.-4:30 p.m.

Help with public ramps, sidewalks, street crossings.

## **The Autism Program of Illinois**

5220 S. Sixth St. Rd. (Cross St.: Southwind Rd.)  
(217) 525-8332

[www.theautismprogram.org](http://www.theautismprogram.org)

Mon.-Fri 8:00am-4:00pm

TAP is the largest statewide network in the nation for diagnosis, treatment and resources for Autism Spectrum Disorder.

### **Area Agency on Aging for Lincolnland**

3100 Montvale Dr. (Cross St.: Wabash Ave.)

(217) 787-9234, (800) 252-2918

[www.aginglinc.org](http://www.aginglinc.org)

Mon.-Fri. 8:00am-4:00pm

A planning and service agency designated by the Illinois Department on Aging to develop programs and support services for persons 60 years and older and family caregivers. The agency's purpose is to help older adults live and age well. Funded services include routine health screenings, transportation, delivered meals, information and assistance, in-home respite, caregiver counseling, legal assistance, long term care ombudsman, and medication management.

### **Illinois Department on Aging**

Senior HelpLine: (800) 252-8966, 888-206-1327 TTY

[www.state.il.us/aging](http://www.state.il.us/aging)

Mon.-Fri. 8:30am-5:00pm

This state agency helps older citizens live independently in their own homes and communities. Information on aging services and free publications are available online or by calling the toll-free Senior Helpline. The website also has a Directory of Agencies Serving Seniors.

### **Independent Living Through Technology**

300 S. Second Street

(217) 785-0022

[www.iltech.org](http://www.iltech.org)

IATP provides free information and assistance on assistive technology and other related disability and aging topics.

### **Senior Services of Central Illinois**

701 W. Mason St. (Cross St.: W. Madison)

(217) 528-4035

[www.ssoci.org](http://www.ssoci.org)

Mon.-Fri. 8:00am-5:00pm

Offers programs that enable seniors to stay in their own homes for as long as possible. Programs include information & assistance, senior healthcare assistance, money management, prevention of elder abuse and neglect, crime victim/witness assistance, mid-day meal program and senior transport. The organization also runs the Springfield

Senior Center at the above address where participants can join in a wide variety of daily activities, eat lunch and also sign up for offsite group travel.

### **Alzheimer's Association—Greater Illinois Chapter**

2921 Greenbriar Dr., Ste C (Cross St.: S. Veterans Pkwy.)  
(217) 726-5184  
24/7 Helpline: (800) 272-3900  
[www.alz.org/illinois/](http://www.alz.org/illinois/)  
24 hours a day 7 days a week

### **Hope**

15 East Hazel Dell Lane  
(217) 585-5437  
[www.hope.us](http://www.hope.us)  
Mon.-Fri. 8:30am-2:30pm  
Established in 1957 as a groundbreaking concept for children with developmental disabilities, Hope Learning Academy in Springfield has evolved into a center combining excellent teaching, state-of-the art technology and a specially designed facility to allow students with autism and developmental disabilities to achieve their maximum potential.

### **Vet Center**

2980 Baker Drive  
(217) 492-4955  
[www.vetcenter.va.gov/](http://www.vetcenter.va.gov/)  
Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional readjustment counseling to eligible Veterans, active duty service members, including National Guard and Reserve components, and their families.

## **Human Rights Authority**

491 S. Spring St.

(217) 785-1540

<https://www2.illinois.gov/sites/gac/HRA/Pages/default.aspx>

The Human Rights Authority exists to conduct investigations of complaints of violations of the rights of persons with disabilities. Based on early models of a singular regional grassroots program, the Human Rights Authority serves as a statewide framework providing direction and standards for a largely volunteer effort.

## **IDHS-Child and Family Connections**

2833 South Grand East

(217) 535-3100

<https://www.dhs.state.il.us/page.aspx?module=12&OfficeType=4&County>

Early intervention for young children with developmental delays.

## **IDHS-Office of Rehabilitation Services**

535 W. Jefferson

(217) 782-4830

<https://www.dhs.state.il.us/page.aspx?item=29736>

DHS's Division of Rehabilitation Services is the state's lead agency serving individuals with disabilities. DRS works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.

## **Health Benefits for Workers with Disabilities**

1-800-226-0768

## **Illinois WorkNet Center**

1300 S. 9<sup>th</sup> St.

(217) 524-5996

<https://worknet20.org/>

Job search assistance, job development, specialized adaptive training and skills assessment.

## Exhibit J



### Interpreter Details

**Name:** Bass-Rettig, Alyson

**License:** General - Master

License Status: **Active**

**City/State:** Auburn, IL

**County:** [Sangamon](#)

#### Contact Information

- **Primary Phone:** [\(217\) 416-2099](tel:2174162099)
- **Email Address:** [alysonbass5@gmail.com](mailto:alysonbass5@gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Kinsel, Missy Dawn

**License:** General - Master

License Status: **Active**

**City/State:** Springfield, IL

**County:** [Sangamon](#)

#### Contact Information

- **Primary Phone:** [\(217\) 741-9898](tel:2177419898)

- **Email Address:** [missykinsel@gmail.com](mailto:missykinsel@gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Olson, Colleen

**License:** **General - Master**

License Status: **Active**

**City/State:** Springfield, IL

**County:** [Sangamon](#)

**Contact Information**

- **Primary Phone:** [\(269\) 519-4588](tel:(269)519-4588)
- **Email Address:** [clo2004@Gmail.com](mailto:clo2004@Gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Armenta, Alisha

**License:** **General - Advanced**

License Status: **Active**

**City/State:** Pleasant Plains, IL

**County:** [Sangamon](#)

**Contact Information**

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- **Email Address:** [alishajarmenta@gmail.com](mailto:alishajarmenta@gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Bailey, Sabrina Marie

**License:** **General - Advanced**

License Status: **Active**

**City/State:** Springfield, IL

**County:** [Sangamon](#)

**Contact Information**

- **Primary Phone:** [\(847\) 287-6031](#)
- **Email Address:** [sabrina.bailey7@gmail.com](mailto:sabrina.bailey7@gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Craig, Dana

**License:** **General - Advanced**

License Status: **Active**

**City/State:** Chatham, IL

**County:** [Sangamon](#)

**Contact Information**

- **Primary Phone:** (815) 669-5913
- **Email Address:** [danacraig67@gmail.com](mailto:danacraig67@gmail.com)

**Region:** [West Central](#)

**Ever Been Disciplined?:** No

**Name:** Estell, Ronda Ann

License: **General - Advanced**

License Status: **Active**

City/State: Chatham, IL

County: [Sangamon](#)

**Contact Information**

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Region: [West Central](#)

Ever Been Disciplined?: No

Name: Hall, Misty L

License: **General - Advanced**

License Status: **Active**

City/State: Auburn, IL

County: [Sangamon](#)

**Contact Information**

- Primary Phone: [\(309\) 224-8784](#)
- Email Address: [mistyhall77@gmail.com](mailto:mistyhall77@gmail.com)

Region: [West Central](#)

Ever Been Disciplined?: No

Name: Luckey, Megan Elizabeth

License: **General - Advanced**

License Status: **Active**

City/State: SPRINGFIELD, IL

County: [Sangamon](#)

**Contact Information**

- Primary Phone: [\(217\) 416-9558](#)

- Email Address: [meganisluckey@gmail.com](mailto:meganisluckey@gmail.com)

Region: [West Central](#)

Ever Been Disciplined?: No

Name: Schell, Nicholas P

License: **General - Advanced**

License Status: **Active**

City/State: Springfield, IL

County: [Sangamon](#)

**Contact Information**

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Region: [West Central](#)

Ever Been Disciplined?: No

Name: SAMOORE, CHRISTINE Marie

License: **General - Intermediate**

License Status: **Active**

City/State: Springfield, IL

County: [Sangamon](#)

**Contact Information**

- Email Address: [csamoore@gmail.com](mailto:csamoore@gmail.com)

Region: [West Central](#)

Ever Been Disciplined?: No

Name: Sluga, Carrie Anne

License: **General - Intermediate**

License Status: **Active**

City/State: Springfield, IL

County: [SANGAMON](#)

**Contact Information**

- Primary Phone: [\(217\) 415-1898](#)
- Email Address: [carrie@sluga.net](mailto:carrie@sluga.net)

Region: [West Central](#)

Ever Been Disciplined?: No

**Name:** Young, Shannon Marie

**License:** **General - Intermediate**

License Status: **Active**

City/State: Springfield, IL

County: [Sangamon](#)

**Contact Information**

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- Email Address: [sighnershan@gmail.com](mailto:sighnershan@gmail.com)

Region: [West Central](#)

Ever Been Disciplined?: No

## Exhibit K

### Communication Access Realtime Translation (CART) Providers

ILCRA Professional Members

[Mary Kay Belcolore](#), CSR, RPR, CRR, CBC, CCP

TwoVigilance Court  
Bolingbrook, IL 60440

Work: 630.783.0122

Home: 630.783.9947

Cell: 630.452.5003

Services Provided: OO, SG, OH

[Dyann L. Berndt](#), RPR, CSR

6417 33rd Street

Berwyn, IL 60402-3715

Phone: 312-401-2110

[Brenda Gregory](#), CSR, CCP

536 Prairie Knoll Drive

Naperville, IL 60565

Phone: (630) 240-4932

Services provided: OO, SG, RC, OH, CC

[Pamela J. Brewer](#), CSR, RPR

77 W. Washington St., Ste. 1916

Chicago, IL 60602

Work: 708.250.0119

FAX: 708.709.7655

[Lea Ruth Cohen](#), CSR, RMR, CRR

1916 W. Heading Avenue

West Peoria, IL 61604

Work: 309.673.7847

Home: 309.688.1727

[Tina L. Conness](#), CSR

512 Shooting Park Road

Peru, IL 61354

Work: 815.223.5194

[Becky Dawson](#), CSR

1492 Heather Drive

Davis, Illinois 61019

Cell: 815.262.0340

[Lauren A. DeBoer](#), CSR, RPR, RMR, CRR

40573 North Gridley Drive

Antioch, IL 60002

847.360.6389

Work: 847.377.3722

[Tina Dillon](#), CSR, CRR, CCP

Dillon Reporting Service

[Jo I. Gayle](#), CSR, RPR, CRR, CCP

100 North LaSalle Street  
Suite 1500  
Chicago, IL 60602  
Work: (312) 553-0069

[Patricia K. Graves](#), CSR, RPR, RMR, RDR, CRR, CCP

P.O. Box 1924  
Lombard, IL 60148

[Janet L. Hamm](#), CSR, CRR, RPR, CM, CA, CART

130 Sandusky Street  
Jacksonville, IL 62650

217.245.8384

[Cindy Jenkins](#), CSR, RPR, CRR, CCP, CBC

Nine Shiloh Drive  
Jacksonville, IL 62650

Work: 217.245.9396

[Laura Kooy](#), CSR, RPR, RMR, RDR, CRR

200 North Dearborn, Suite 2903  
Chicago, IL 60601

Work: 312.782.5669

6033 North Sheridan Road, #30F  
Chicago, IL 60660-3047  
773.271.5802

Services provided: OO, SG, OH, C, RC, CC

[Lyn M. Grooms](#), CSR, RPR, CRR, CCP, CBC

431 South Tower Road  
Dawson, IL 62520

Work: 217.364.4209

Home: 217.364.4739

[LeAnn M. Hibler](#), CSR, RPR, RMR, CRR, CCP

3013 Harris Drive  
Joliet, IL 60431

Work: 815.436.9017

Home: 815.436.6445

[Jennifer E. Johnson](#), CSR, RPR, RMR

411 Hamilton Blvd. Suite 1932  
Peoria, IL 61602

Work: 309.637.0700

[Debbie Kriegshauser](#), CSR, RPR, CRR

320 Lake Lorraine Drive  
Swansea, IL 62226

Work: 314.621.4408

Home: 618.235.8319

[Ann L. Pellican](#), CSR

1150 Lafayette Street  
LaSalle, IL 61301

815-223-5994

[Shelley L. Plate](#), CSR, RDR, CRR, CBC, CRI, CCP

Shelley Plate Reporting, Inc.

19 South LaSalle Street, Suite 1402

Chicago, Illinois 60603

Work: (312) 345-1414

Fax: (312) 345-1455

Services provided: OO

[Bernice E. Radavich](#), CSR, RPR, RMR, RDR, CPE,  
CRR, CCP, CBC

27 Longwood Way  
Lemont, IL 60437

Work: 630.257.3040

Services Provided: OO, SG, OH, C, RC, CC

[Catherine A. Rajcan](#), CSR, RPR, RMR, RDR, CRR,  
CCP, CBC

115 North Hale Street  
Wheaton, IL 60187

Work: 630.682.8887

FAX: 630.682.8920

Services Provided: OO, SG, OH, C, RC, CC

[Christine Simpson](#), CSR, RPR, CRR

200 East Washington Street  
Benton, IL 62812

Work: 618.438.3376

Home: 618.438.2168

Services Provided: OO, SG, OH, C, RC, CC

[Kathryn A. Thomas](#), RDR, CCP\*

1014 East O'Fallon Drive  
Caseyville, IL 62232

217.273.5789

Services provided: OO, SG, OH, C

[Patti White](#), CAT, RT, EX, RPR, RMR, RDR, CRR, CBC,  
CCP

774 West Oak Drive  
Glendale, MO 63122

314-322-5823

[Pamela S. Wixom](#), CSR

3980 East Fourth Road  
Mendota, IL 61342

Key to Certification Abbreviations:

- RPR - Registered Professional Reporter (225 wpm Q/A; 200 wpm Legal Opinion/Jury Charge; 180 wpm Literary)
- RMR - Registered Merit Reporter(260 wpm Q/A; 220 wpm Legal Opinion/Jury Charge; 200 wpm Literary)
- RDR - Registered Diplomat Reporter (RMR plus advanced written test)
- CSR - Certified Shorthand Reporter (state designation)
- CCP - Certified CART Provider
- CBC - Certified Broadcast Captioner
- CPE - Certified Program Evaluator
- \* denotes speed contest qualifier
- \*\* denotes speed contest champion
- Speed Contest - 280 wpm Q/A; 240 wpm Legal Opinion; 220 wpm Literary

For more specifics on each of these designations please visit [NCRA Certifications](#)

CART Services Provided:

- OO - one-on-one CART
  - SG - small group CART
  - OH - overhead projector CART
  - C - conventions
  - RC - remote CART
  - CC - captioning
-