



SUBJECT: Reasonable Accommodation for Program Beneficiaries		COORDINATOR: Civil Rights & EEO Programs	
NUMBER OF PAGES: 6	DATE ESTABLISHED: 6/2024	REVISION DATE:	REFERENCE NUMBER:

The California Governor's Office of Emergency Services (Cal OES) is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from Cal OES's programs, activities, and services.

Individuals may request reasonable accommodations from Cal OES that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

Cal OES complies with all state and federal civil rights laws and regulations, and will engage in a timely, good faith, interactive process with individuals requesting reasonable accommodations, in accordance with the following:

- Title V, Section 504 of the Rehabilitation Act of 1973
- Title II of the Americans with Disabilities Act of 1990
- California Government Code section 4450

DEFINITIONS

Disability

An individual with a disability has a physical or mental disorder, condition, or impairment that limits a major life activity, has a record of such an impairment, or is regarded as having such an impairment.

Program Beneficiary

An individual or entity who is eligible for and/or receives a program service or benefit (e.g., program participants, customers, clients, consumers, members of the public, etc.).

Reasonable Accommodation

A reasonable accommodation is a change or modification to afford a qualified individual with a disability full enjoyment of Cal OES's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to Cal OES.

Reasonable Accommodation Coordinator

A designated Cal OES employee who coordinates with a program beneficiary requesting a reasonable accommodation.

Subrecipient

An individual, organization, entity, agency, or local jurisdiction that receives state or federal grant funding through Cal OES.

REQUEST FOR ACCOMMODATION

Reasonable Accommodation requests should be communicated by the individual either verbally or in writing to the program representative for the program for which you are seeking services.

When to request

You may request a reasonable accommodation from Cal OES at any time. However, making a request in advance of a meeting, conference call, or visit will help ensure that Cal OES is able to fulfill the request for an accommodation. For certain requests, such as requests for sign language interpretation or translation services, Cal OES requests at least two week's advance notice.

Who can request an accommodation?

Anyone can request a reasonable accommodation on behalf of an individual with a disability who seeks to interact with Cal OES staff or participate in its programs or activities.

RESPONDING TO REQUEST FOR ACCOMMODATION

Cal OES may contact you to obtain more information about your request for reasonable accommodation and to better understand your needs. In addition, Cal OES may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the activity or program for which you are seeking participation;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of Cal OES's program or impose undue financial or administrative burdens on Cal OES.

Cal OES will engage in an interactive process with you to determine on a case-by-case basis what accommodations can be made. Cal OES may offer interim accommodations to provide timely assistance and effectively meet the need.

If Cal OES determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, Cal OES may not be able to fulfill your request, but will continue to work with you to identify any alternative accommodation that allows you to effectively participate in Cal OES's programs, activities, or services.

Roles and Responsibilities are defined in Appendix A.

DISCRIMINATION AND RETALIATION COMPLAINTS

Cal OES is dedicated to ensuring the fulfillment of this policy with respect to all program beneficiaries and in the delivery of our programs, activities, and services. In accordance with Cal OES's Non-Discrimination in Programs & Services Policy, Cal OES will not tolerate discrimination or retaliation against a program beneficiary who requests a reasonable accommodation. If a program beneficiary feels like they have been a subject of discrimination or retaliation, please contact the Cal OES Office of Civil Rights and Equal Employment Opportunity Programs (EEO Office) by email to eeo@caloes.ca.gov.

Complaints of discrimination or retaliation by Cal OES may also be filed with the agencies listed below. Individuals who wish to pursue filing with these agencies should contact them directly to obtain further information about their processes and time limitations.

California Civil Rights Department

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

800-884-1684 (voice), 800-700-2320 (TTY) or California's Relay Service at 711

contact.center@calcivilrights.ca.gov

<https://www.calcivilrights.ca.gov>

U.S. Equal Employment Opportunity Commission

450 Golden Gate Avenue 5 West,

P.O. Box 36025

San Francisco, CA 94102-3661

1-800-669-4000 (voice) or 844-234-5122 (ASL Video Phone)

<http://www.eeoc.gov/field-office/sanfrancisco/location>

CONFIDENTIALITY AND COMPLIANCE

The Wellness and Disability Unit in the Human Resources Branch will provide a centralized location for advising Reasonable Accommodation Coordinators and maintaining records of accommodations. Cal OES will appropriately secure any

personally identifiable information (PII) in the request for reasonable accommodations to ensure that only necessary information is shared on a need-to-know basis to conduct the interactive process and enact accommodations.

Cal OES will strive to provide seamless, future, or ongoing interactions with an individual with an approved reasonable accommodation through our record keeping process.

Cal OES will monitor the reasonable accommodation process by recording:

- The number and type of requests received annually;
- The number of requests that did not result in accommodation;
- The number and type of alternate accommodations, if any that were provided; and
- A summary of circumstances regarding requests that would place an undue burden on Cal OES.

Cal OES will ensure that Subrecipients have procedures in place for complying with applicable provisions of laws and policies for receiving and responding for requests for reasonable accommodation from program beneficiaries. A set of standard assurances, which include the civil rights requirements, are included with each Grant Subaward, and requires each Subrecipient to sign assuring compliance.

FREQUENTLY ASKED QUESTIONS

1. May Cal OES request medical documentation from you?

Cal OES can only request medical documentation that will verify your need for assistance and help us understand how to accommodate your request. Cal OES's questions will be limited to understanding the barrier to your ability to participate in the program, activity, or service in which you are interested and the nature of an accommodation that will remove this barrier.

2. May Cal OES charge you the cost of providing the reasonable accommodation?

No, you are not responsible for the cost of an auxiliary aid or service Cal OES provides to you.

3. What are some examples of reasonable accommodations?

There are many types of reasonable accommodations. Some examples of how Cal OES provides reasonable accommodations include:

- Arranging for qualified sign language interpreters
- Providing on-site captioning
- Producing alternate formats of print materials in braille, large print, or in an electronic format
- Providing remote conference captioning services

- Furnishing a temporary ramp to access areas with one or more stairs to ensure accessibility for individuals who have physical disabilities and may be using a wheelchair or walker.

POLICY DISSEMINATION

A copy of this policy shall be made available to Cal OES program beneficiaries and Subrecipients through inclusion in program materials, posting on the Cal OES website, and providing a copy of the policy and how to request reasonable accommodation.

Cal OES Grants Management will issue a memo to Subrecipients explaining the reasonable accommodation process for program beneficiaries (referred to as Subrecipients) with links to the Cal OES website where Subrecipients can read the policies in their entirety. These policies will be made available on the Grants Management homepage, which is the main landing page for Subrecipients that receive DHS and DOJ funding. In addition, Grants Management will incorporate information about the reasonable accommodation process in our Standard Assurances, which must be signed by Subrecipients prior to executing their Grant Subaward agreement. By signing the Grant Subaward agreement, the Subrecipient agrees to comply with all applicable federal civil rights laws in prohibiting discrimination and providing reasonable accommodations.

Approved:



Lisa Mangat, Chief Deputy Director
California Governor's Office of Emergency Services


Date

APPENDIX A

ROLES AND RESPONSIBILITIES:

Program Beneficiary	<ul style="list-style-type: none">• Request a reasonable accommodation by notifying the program analyst either verbally or in writing.• Participate in an interactive process to determine on a case-by-case basis what accommodations can be made.• Monitor the effectiveness of the reasonable accommodation that has been implemented.
Reasonable Accommodation Coordinator	<ul style="list-style-type: none">• Evaluate each reasonable accommodation request on a case-by-case basis and consult with the program beneficiary and program analyst to determine on a case-by-case basis what accommodations can be made.• Seek additional information or clarification from the program beneficiary when necessary to evaluate the reasonable accommodation request.• Facilitate the interactive process and keep all parties apprised throughout the process.• Coordinate with appropriate Cal OES personnel to obtain and/or install items and services as needed and approved by the reasonable accommodation.• Monitor the effectiveness of the reasonable accommodation.• Maintain confidentiality of records pertaining to a reasonable accommodation.
Program Analyst	<ul style="list-style-type: none">• Work with the Reasonable Accommodation Coordinator to provide the program beneficiary with an effective reasonable accommodation.• Assist the Reasonable Accommodation Coordinator with exploring an effective reasonable accommodation based on the program, activity, or service the program beneficiary is trying to access.• Coordinate the implementation of and completion of the reasonable accommodation.