

**RESOLUTION 231-2018**

**APPROVING  
AMENDING BLAIR COUNTY'S  
GRIEVANCE PROCEDURE (RES#423-2016) TO INCLUDE WEBSITE ACCESSIBILITY  
(SECTION 508 REQUIREMENTS) AND INCORPORATE THE DUTIES THEREOF  
TO THE APOINTED GRIEVANCE OFFICER**

**WHEREAS**, the County of Blair has developed a grievance procedure incorporating due process standards and allowance for prompt local resolution of any complaints it may receive;

**AND WHEREAS**, the County of Blair has incorporated Section 508 standards for electronic and information technology (EIT) requiring state and local governments to provide equal access to digital services for people with sensory, cognitive or physical disabilities;

**AND WHEREAS**, the Section 508 Grievance Officer duties include:

- Issues and promulgates 508 policies and procedures to ensure that Blair County's EIT is accessible to all members of the public with disabilities.
- Ensures Section 508 accessibility considerations are incorporated into the planning, operation, and management processes of EIT that is developed, procured, maintained or used by the County.
- Ensures that strategic plans include Section 508 compliance and accessibility for people with disabilities.
- Responds to and reviews complaints and requests for accommodations.

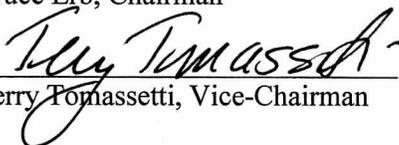
**AND WHEREAS**, the amended grievance procedure will now be entitled *Blair County Accessibility Grievance Procedure*;

**BE IT RESOLVED**, by the Commissioners of the County of Blair, Pennsylvania, that it has designated the Office of the County Administrator to fill the appointment of the Accessibility Grievance Officer under its Section 504 and Section 508 requirements.

**DULY**, adopted by the Commissioners of the County of Blair, Pennsylvania this 26<sup>TH</sup> Day of June, 2018.

**BLAIR COUNTY  
BOARD OF COMMISSIONERS:**

  
\_\_\_\_\_  
Bruce Erb, Chairman

  
\_\_\_\_\_  
Terry Tomassetti, Vice-Chairman

\_\_\_\_\_  
Ted Beam, Jr., Secretary

**Attest:**

  
\_\_\_\_\_  
Helen P. Schmitt, County Administrator

## Blair County Accessibility Grievance Procedure

The County of Blair has adopted the following grievance procedure (Resolution# 231 - 2018) established to meet the requirements of Section 504 and Section 508 of the Rehabilitation Act as amended and the Americans with Disabilities Act of 1990 (ADA).

According to these laws and as a recipient of Pennsylvania Community Development Block Grant (CDBG) funds, the County of Blair certifies that all citizens shall have the right to submit a grievance on the basis of disability in policies or practices regarding employment, services, activities, facilities or benefits provided by Blair County including electronic and information technologies.

When filing a grievance, citizens must provide detailed information to allow an investigation, including the date, location and description of the problem. The grievance should be in writing and should include the name, address, telephone number of the complainant. Upon request, alternative means of filing complaints, such as personal interviews or a tape recording, will be made available for individuals with disabilities upon request. The complaint should be submitted by the complainant or his/her designee as soon as possible but no later than sixty (60) days after the alleged violation. Complaints must be signed and sent to:

<b>Accessibility Grievance Officer:</b>	Helen Schmitt, County Administrator
<b>Address:</b>	Blair County Courthouse, 423 Allegheny Street, Ste 441, Hollidaysburg, PA 16648
<b>Email:</b>	hschmitt@blairco.org
<b>Telephone:</b>	814-693-3030 or TTY: 7-1-1

### COMPLAINT PROCEDURES

All individuals have a right to a prompt and equitable resolution. Individuals or classes of individuals who believe they have been subjected to discrimination based on disability have several ways to file a grievance:

- Use the grievance procedure provided by the County of Blair;
- File a complaint with any agency that provides HUD funding to the County of Blair;
- File a complaint with one of the eight federal agencies designated in Title II Regulations

Within fifteen (15) calendar days after receiving the complaint, the Accessibility Grievance Officer will meet with the complainant to discuss the complaint and possible resolution. The Accessibility Grievance Officer will respond in writing within fifteen (15) calendar days after the meeting. Where appropriate, the response shall be in a format accessible to the complainant (such as large print or audio tape).

If the response by the Accessibility Grievance Officer does not satisfactorily resolve the issue, the complainant or his designee may appeal the decision. Appeals must be within 15 calendar days after receipt of the response. Appeals must be directed to the Commissioners or their designee.

Within 15 calendar days after receiving the appeal, the Commissioners or their designee will meet with the complainant to discuss the complaint and to discuss possible resolutions. Within 15 calendar days after meeting, the Commissioners or their designee will provide a response in writing. Where appropriate, the response shall be in a format accessible to the complainant. The response shall be accompanied by a final resolution of the complaint. The Accessibility Grievance Officer shall maintain the files and records of the County pertaining to the complaints filed for a period of three years after the grant closed out.

Under Title II, filing a grievance with the Accessibility Grievance Officer, filing a complaint with a federal agency or filing a lawsuit may be done independently of the other. Individuals are not required to file either a grievance or complaint to bring a lawsuit. Lawsuits may be filed at any time. The following are four of the eight agencies where Title II complaints can be filed:

**Pa Dept. of Community and Economic Development  
Center for Compliance, Monitoring & Training  
400 North Street, 4<sup>th</sup> Floor  
Commonwealth Keystone Bldg  
Harrisburg, Pa 17120-0225**

**U.S. Dept of Housing and Urban Development  
Pittsburgh Area Office  
William S. Moorhead Federal Building  
1000 Liberty Avenue  
Pittsburgh, Pa 15222**

**Pa Human Relations Commission  
Pittsburgh Regional Office  
301 Fifth Avenue  
Suite 390, Piatt Place  
Pittsburgh, Pa 15222**

**U.S. Dept of Justice  
Civil Rights Division  
Coordination and Review Section  
P.O. Box 66118  
Washington, D.C. 20035-6118**

**Blair County  
Accessibility Grievance Form**

Today's Date: \_\_\_\_\_

Name of Grievant: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Name, Address and Telephone Number of Alternate Contact Person: \_\_\_\_\_

**Agency Alleged to Have Denied Access:**

Department: \_\_\_\_\_

Division: \_\_\_\_\_

Bureau of Office: \_\_\_\_\_

Location: \_\_\_\_\_

I was denied access on: \_\_\_\_\_ [date]

**Disability Statement:**

My disability is: \_\_\_\_\_

This problem is:      temporary [  ] permanent [  ]

I am seeking access to the following Blair County program or activity in which I haven't been able to participate because I need an accommodation: \_\_\_\_\_

**Proposed Access or Accommodation:**

The accommodation I seek: \_\_\_\_\_

**Incident or Barrier:**

Please describe the particular way in which you believe you have been denied the benefits of any services, program, or activity or have otherwise been subjected to discrimination. Please specify dates, times and places of incidents and names and/or positions of agency employees involved, if any, as well as names, addresses and telephone numbers of any eyewitnesses to such incident. Include a description of the way in which you feel access may be had to benefits described above, or the way in which accommodation could be provided to allow access.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attach additional pages if necessary.

Submit this form to the Accessibility Grievance Officer:

**Mail:** Helen Schmitt, County Administrator  
Blair County Courthouse  
423 Allegheny Street, Suite 441  
Hollidaysburg, PA 16648  
**Fax:** (814) 693-3033 **Email:** [hschmitt@blairco.org](mailto:hschmitt@blairco.org)

