**DRAFT 032024 CB**

**Americans with Disabilities Act (ADA) Public Access Liaison (PAL) Program**

Sacramento County is committed to ensuring that qualified individuals with disabilities can participate in, benefit from, and are not subject to discrimination in any County facilities, programs, services, and activities, in accordance with Title II of the ADA [cite] and other federal and state civil rights laws.

To this end, ADA PALs are appointed from each department. They are employee representatives who are trained and supported by the Disability Compliance Office (DCO) to help coordinate and oversee their departments’ responsibilities in implementing ADA requirements.

1. PALs shall be assigned by the director of the department, or designee, to assist their departments with ADA compliance, concerns, and requests. If a PAL is not able to fulfil these duties due to workload, reassignment, or other concerns, the department is required to appoint a new PAL and notify the DCO of the change.

2. Departments will assign one or more staff as needed who have responsibility for and knowledge of

* Facility planning and management
* Program or service delivery
* Public communication
* Web Accessibility

3. PALs will ensure that requests for reasonable modification or effective communication, and public access complaints, are routed correctly, addressed, completed, and documented according to established procedures. PALs will collaborate with the DCO as needed for guidance.

4. PALs will disseminate technical assistance guidelines, regulatory updates, best practices, and other information provided by the DCO within their departments.

5. All new PALs will attend training on ADA-related policies and procedures, as directed by the DCO. Training may take place in a group or individually. All PALs will attend annual or semi-annual meetings sponsored by the DCO.

6. PALs will coordinate training for departmental staff, using in-house resources or in collaboration with the DCO, and keep records of training topics and attendees.

7. PALs will gather information and data from their departments and share it with the DCO, on request.

8. In conjunction with the DCO, PALs will periodically coordinate a review and update of their department’s policies and procedures, in accordance with the ADA Self Evaluation Report of 2020, Findings and Recommendations.