

Memorandum



Date: July 28, 2022

To: Honorable Chairman Jose "Pepe" Diaz
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor

A handwritten signature in blue ink that reads "Daniella Levine Cava".

Subject: Report Regarding County Services for Individuals with Special Needs and their Families- Directive 210062

The following report is provided pursuant to Resolution No. R-41-21, sponsored by Commissioner Oliver G. Gilbert, III, and adopted at the January 20, 2021 Board of County Commissioners (Board) meeting, which establishes a policy whereby the County Mayor or County Mayor's designee shall consider the needs of individuals with special needs and their families in the delivery of and access to County programs and services, and directs the County Mayor or County Mayor's designee to submit a written report to the Board that sets forth the steps taken to implement the established policy. The report at a minimum, shall include: (1) a summary of all existing County programs that address the particular needs of individuals with special needs and their families; (2) recommendations on measures and programs that the County could implement or expand for individuals with special needs and their families related to the delivery of and access to County programs services; (3) an analysis of the estimated fiscal impact of implementing any of the recommended programs or measures; and (4) a detailed description in the event the County Mayor or County Mayor's designee is unable to fully implement the established policy.

Executive Summary

Community Action and Human Services Department (CAHSD) reviewed, collaborated, and assembled this report with the support of various County departments with subject matter expertise to further detail a summary of all existing County programs that address the needs of individuals and families. This report also provides recommendations on a number of measures and programs that the County could implement or expand on to further enhance the service delivery and access to County programs for individuals and families with special needs. Attachment B provides a summary of the estimated fiscal impact to the County for implementing the recommendations provided by County departments, as summarized in the opportunities sections of Attachment A. The estimated total cost of unfunded opportunities is \$127,490,317, including one-time costs of \$82,615,200 and recurring costs estimated at \$44,875,117.

Report

The Americans with Disabilities Act (ADA) was signed into law on July 26, 1990, by President George H.W. Bush. The ADA is one of America's most comprehensive pieces of civil rights legislation that prohibits discrimination and guarantees that people with disabilities have the same opportunities as everyone else to participate in the mainstream of American life, to enjoy employment opportunities, to purchase goods and services, and to participate in State and local government programs and services. Modeled after the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, religion, sex, or national origin, and Section 504 of the Rehabilitation Act of 1973, the ADA is an "equal opportunity" law for people with disabilities.

Miami-Dade County's Legal Obligations under the ADA for Service Delivery

ADA Title II: Access to Government Programs, Services, Activities and Facilities

Title II covers all activities of State and local governments regardless of the government entity's size or receipt of Federal funding. Title II requires that State and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g. public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

Notable ADA Compliance Measures

Administrative Order 10-10: AO 10-10 enumerates the duties and responsibilities of County departments for ADA compliance. One of the duties of each department director is to appoint a departmental ADA Coordinator. In practice, these are not full-time dedicated ADA positions, but rather employees (such as human resource officers, risk managers, facilities managers and program managers) who also take on ADA compliance duties.

Reasonable Accommodation Fund: The County's Reasonable Accommodation Fund is available to non-proprietary departments to purchase assistive devices that serve as reasonable accommodations under ADA Title I for employees with disabilities. Examples of such devices include, but are not limited to, screen-reading software, sit/stand desks and specialized computer keyboards. The Office of Human Rights and Fair Employment Practices administers the Fund.

County-wide Contract for Communication Services: The ADA requires local governments to communicate as effectively with people with disabilities as it does with people without disabilities. To this end, the County has a contract with vendors to provide different types of services. These include:

- American Sign Language (ASL) Interpreting: Use of sign language to convey the information contained in audio (speech & other important sounds) to people who are deaf and for whom ASL is their first language.
- Video Remote Interpreting: Sign Language interpreting service where at least one person is at a distance. The deaf participant and hearing participant are in the same room. The interpreter can be physically located at a call center in another city, working remotely.
- Communication Access Real-time Translation (CART): Nearly verbatim, word-for-word instant translation of spoken word into written text using a stenotype machine or notebook computer and real-time software. The text appears instantly on a computer screen so that the deaf or hard of hearing participant may read what is being said.

- C-Print Captionist Services (C-Print): Summarized, computer-aided speech-to-text system for persons who are deaf and hard of hearing and prefer printed text rather than sign language as an accommodation.

Website Access: People with disabilities use assistive technology that enables them to use computers. Some assistive technology involves separate computer programs or devices, such as screen readers, text enlargement software, and computer programs that enable people to control the computer with their voice. Other assistive technology is built into computer operating systems. Accessible website design recognizes the differences in the way people access the Internet. Accessible design does not require people to see, hear, or use a standard mouse in order to access the information and services provided. The County has adopted the World Wide Web Consortium’s Web Content Accessibility Guidelines 2.1, Level AA (WCAG 2.1, AA) as its standard. The Communications and Customer Experience Department, which manages the County’s website, has implemented processes that aim to continually improve the accessibility and usability of our digital services to people of all abilities.

311 Services: Individuals with special needs may access the Communication and Customer Experience Department’s 311 Contact Center by dialing 311 or 305-468-5900, in person at a 311 Service Center, via email at 311@miamidade.gov, or through the online portal or mobile app. Individuals that are hard of hearing or have a speech disability may use the 711 Florida Relay system, a service provided to residents in the State of Florida who are Deaf, Hard of Hearing, Deaf/Blind, or Speech Disabled that connects them to standard (voice) telephone users.

Miami-Dade TV (MDTV): The Communications and Customer Experience Department operates Miami-Dade TV (MDTV) which provides live broadcasts of all Board of County Commissioners meetings and other public meetings. All of these meetings are closed captioned for people who are deaf or hard of hearing. Additionally, County press conferences and media events which are livestreamed on social media channels are closed captioned on those that allow for it. Additionally, MDTV captions all of the original video content they produce to inform and educate viewers about the County government services, events and programs.

Commission on Disability Issues (CODI)

The County’s advisory board on disability issues. CODI advises the Board of County Commissioners and the County administration on issues facing people with disabilities. It also serves to inform the disability community about County government programs and services. It is a forum for free and open discussion where problems and concerns of people with disabilities are discussed and solutions proposed. Majority of CODI members must be persons with a variety of disabilities. CODI is supported by the Internal Services Department’s Americans with Disabilities Act Office. In January 2022, the ISD ADA Office brought on three new positions, which increased staffing from two to five persons.

Office of the Mayor- Equity and Engagement

Mayor Daniella Levine Cava’s Office of Equity and Engagement leads the Mayor’s initiatives on equity and civic engagement. The Mayor’s Older Adult and Special Needs Advocate is a new position within the Office of Equity and Engagement and fosters innovation and collaboration in

providing services and solutions for residents with special needs. Special needs populations include individuals with physical disabilities and those who are neurodivergent. The Advocate works closely with families, legislators, community organizations and county departments to engage special needs residents in Miami-Dade County and enhance quality of life by considering the needs of this population in policy development and implementation. The advocate is active on boards and committees, including the Commission on Disability Issues and acts as a liaison in the Mayor’s Office to make sure that the needs of these individuals are considered.

The Office of Equity and Engagement is focused on ensuring full inclusion of residents in the economic, social, and political life of Miami-Dade County, regardless of race, ethnicity, age, gender, neighborhood of residence, and inclusive of members of the disabled community. Ensuring that the voice of all Miami-Dade County residents is at the center of government decision-making is essential to realizing economic growth and prosperity in the county. By applying an equity lens to the functioning of county government and the provision of government services, Miami-Dade County will ensure that all residents have an opportunity to fully participate in the local democracy and enjoy the benefits of our world-class community. The goal of the Office of Equity and Engagement is to eliminate those barriers which have traditionally prevented individuals and communities from full participation in society and improve outcomes for traditionally marginalized groups.

EmployABILITY 305 program

Miami Dade County’s Human Resources (HR) Department has developed the EmployABILITY 305 program which is an internship and employment program for people with disabilities. This program is designed to identify barriers to employment of persons with disabilities, take proactive steps to overcome those barriers, provide the support necessary to promote success, accessibility and inclusion in the County’s employment programs.

Services Provided

Attachment A of this memorandum provides a summary of all County departments and the programs and services offered to individuals with special needs and their families.

Recommendations

Attachment B summarizes the estimated fiscal impact of implementing recommendations provided by the Departments, as summarized in the opportunities sections of Attachment A. The estimated total cost of unfunded opportunities is \$127,490,317.68, including one-time costs of \$82,615,200 and recurring costs estimated at \$44,875,117.68.

Additionally, a centralized information location within the Miami-Dade County website will be launched to inform residents of available services, coordinated through the County ADA Office and department ADA Coordinators.

Future Opportunities

Increasing equity and engagement remain central to the mission of my administration. As an advocate for the success of all residents of Miami-Dade County, I support the mission of ISD’s ADA Office, which is to ensure that every County program, service, activity and facility is

accessible to and usable by County residents and visitors with disabilities. I look forward to continuing engagement with county experts and advocates to implement initiatives that are cognizant to the needs of the County’s special needs population and their families. The following represent general opportunities identified for improving and expanding services for individuals with special needs and their families:

Outreach

- An outreach campaign is needed to increase awareness of available County programs for individuals with disabilities and their families, and to link individuals with disabilities to accessible County services and programs.

Housing

- Development and implementation of a multi-year plan to create a significant number (beyond the legal minimum) of units of affordable, accessible housing. This would include varieties of housing (multi-family, duplexes, single-family) that are integrated both demographically (disabled and non-disabled) and socio-economically (affordable and market rate). Housing facilities would be located throughout the County, with many strategically located in walkable communities within walking distance of essential services (i.e., supermarkets, drug stores) and near access to fixed route transit. All manner of developer incentives (inclusionary zoning, increased height limits, tax abatements, etc.) should be considered. One type of housing suggested to be included in the plan would be trendsetting, patterned after the two Creative Living complexes in Columbus, OH adjacent to the Ohio State University campus. Its mission is to provide affordable, accessible housing to young people with disabilities who need housing between the time they leave their parent’s house and the time they are educated and ready for full-time permanent employment: a period of four to six years. The apartments are fully accessible for people with mobility limitations, especially those who use wheelchairs. Rent is subsidized and affordable. Residents are expected to have and pay for their own personal care attendants (PCA). The facility provides staff assistants (paid for from an endowed fund) 24/7 to help with brief and/or emergency tasks that cannot wait until the next PCA visit. This is essential because it is often the sticking point as to whether a young person can make it on their own, or whether they must remain tethered to their caregivers. Like Creative Living, this facility may be operated by a non-profit funded via corporate and probate endowments and fund-raising. Its creation and implementation would require a partnership between the County, local universities, and corporate donors. In order to prepare residents for graduation and post-graduation, office space would be available for periodic visits with social workers and representatives of social service agencies and disability non-profits. These organizations would educate residents about programs, services and grants that they qualify for, such as Vocational Rehab, STS, Medicaid, SNAP, Safelink cell phones, etc. There may also be an endowed no-interest loan or grant program that could pay for access modifications for the resident’s next housing after moving out.
- In addition to a multi-year plan to develop affordable and accessible housing, the County should also develop a more robust universal building standard, or building code, that is

inclusive of individuals and families with special needs. Additionally, considerations of newly proposed building standards that promotes accessibility in future housing development should also be included in requests for proposals. The County may develop incentives or programs that offer assistance in the development of housing to developers so that they may build future housing that is affordable, accessible and inclusive of individuals and families with all types of abilities to live a more comfortable, enjoyable, and rewarding life.

Education

- Internally, Miami-Dade County should educate and train county employees on basic ADA requirements, and, or new developments in the field of accessibility. While County departments identify staff to serve as their department’s ADA coordinator, at times staff may not be expertly versed in all ADA requirements, regulations, and solutions, and cannot adequately assist internal and external customers. With the incorporation of a more robust training for ADA coordinators and others, the County may also promote additional hiring of staff to address these concerns so that the County may be better equipped to accommodate staff, and the public, in addressing their ADA needs.

Employment

- Reinstatement of the Outreach Disability Internship Program. In 2006, the County initiated a program designed to get individuals with disabilities on track for a job in County service or other professional environment. The program provided one-year paid administrative or clerical internship opportunities for up to four individuals at a time. Department Directors were solicited for internship opportunities within their departments. Of the eight interns that completed the program, seven were extended offers of permanent County employment. Although the type of work experience varied based on departmental needs and participants’ qualifications, all interns gained the following:
 - Salary and benefits
 - Meaningful work experience in a professional environment
 - Networking opportunities
 - Potential work-related references
 - Development of marketable skills

The County gained dedicated, capable interns that became dedicated, capable workers. The program allowed the County to take a proactive, innovative role toward solving this widespread societal problem. Despite its success, the program was defunded in 2009. It is estimated that \$250,000 annually would be enough to restore the program. The program could utilize the same framework that previously worked so well. Once the Outreach Disability Internship Program is reinstated and has several years of success, the County could challenge other major local employers to hire those who have completed the County program, or to create similar programs themselves.

- Actively recruit qualified disabled candidates for County jobs. Work with disabled student services offices at Miami-Dade College, Florida International University and University of Miami, as well as Vocational Rehab (VR) and VR placement consultants.
- Set hiring goals to increase the number of qualified disabled applicants hired. Educate managers and HR staff about reasonable accommodations: how most cost \$500 or less;

free resources (i.e., Job Accommodation Network, FAAST) to help determine the right accommodation for the person; the existence of the County’s reasonable accommodation fund.

- Forge a partnership with Rochester Institute of Technology, to alleviate the need for engineers in County jobs. RIT is the third largest producer of undergraduate STEM graduates among private universities in the U.S. Included in its student body of nearly 19,000 students are more than 1,200 deaf and hard-of-hearing students enrolled in RIT’s National Technical Institute for the Deaf (NTID).

Transportation

Transportation is often essential to employment, acquiring essential goods, and having a well-rounded, fulfilling life. Of the nearly 2 million people with disabilities who never leave their homes, 560,000 never leave home because of transportation difficulties. People with disabilities need more transportation options. Every time a new mode of transport comes along (services such as Uber and Lyft, and vehicles for rent, i.e., Zip cars, scooters, bicycles), it typically means more options for non-disabled individuals but fewer for people with disabilities.

- Overhaul the County’s Accessible Taxi System: Taxis can be an important mode of transportation for people with disabilities. Many people with disabilities who cannot drive or afford a car utilize taxi services. Taxis can provide greater flexibility and independence than relying on public transportation systems, especially for those for whom mass transit is either unavailable or inaccessible. Moreover, taxis can provide a cost-effective alternative to paratransit service. Public transit operators could save money by employing taxi services for people with disabilities, and taxi fare is less expensive than providing paratransit. (STS is 2 percent of Transit’s ridership but 13 percent of its budget.) This ultimately is a savings not only to transit but to taxpayers as well. However, Miami’s accessible taxi system has been dysfunctional since its inception, largely due to a lack of centralized dispatching. Getting an accessible taxi can take days of calling, and the design of the vehicles is often uncomfortable for riders. Chicago’s program has been a model due to effective enforcement. Other cities such as Boston, Washington DC, Las Vegas, San Francisco, Seattle and Portland also have made progress.
- Create and implement an inclusive, complete streets plan. Safe and accessible streets, sidewalks, crosswalks, curb ramps, crossing signals, street parking, and other public infrastructure are crucial to viable transportation for people with disabilities. People with disabilities in communities across the country continue to face barriers such as inaccessible bus stops, intersections without curb ramps, street crossings and pedestrian signals that are not audible to individuals with visual disabilities, and barriers such as telephone poles blocking sidewalks. If people with disabilities cannot even get down their streets, they will be unable to connect to other forms of transportation.

If you have any questions or concerns, please contact Sonia Grice, Director, Community Action and Human Services Department, at 786-469-4616.

Per Ordinance No. 14-65, this report will be placed on the next available Board meeting agenda.

c: Geri Bonzon-Keenan, County Attorney

Honorable Chairman Jose “Pepe” Diaz
and Members, Board of County Commissioners
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Gerald Sanchez, First Assistant County Attorney
Jess McCarty, Executive Assistant County Attorney
Office of the Mayor, Senior Staff
Department Directors
Jennifer Moon, Chief, Office of Policy and Budgetary Affairs
Yinka Majekodunmi, Commission Auditor
Basia Pruna, Director, Clerk of the Board
Eugene Love, Agenda Coordinator, Office of the Agenda Coordination

ATTACHMENT A

Summary of all existing County programs that address the particular needs of individuals with special needs and their families.

Animal Services Department (ASD)

- Services tailored directly to individuals with disabilities and their families not identified.

Opportunities: Increase virtual services, therefore increasing access both to the general public and individuals with disabilities and their families, as well as increase marketing campaigns targeted to recruit individuals with disabilities to virtual volunteer opportunities.

Aviation Department (AD)

- MyMIAccess provides a dedicated brand and platform for accessing airport services, amenities, and information when traveling with a disability. This includes an educational handbook, employee Do's and Don'ts badge, and other collateral material to assist employees in providing an excellent experience for passengers with disabilities.
- Aira Airport Network is a free service that connects passengers who are blind or have low vision to a remotely located agent. Using the Aira mobile app the Aira agent can help the user navigate the airport and describe what is in the passenger's field of vision including identifying luggage and reading flight information monitors. By joining the Aira airport network, MIA provides the Aira vision assistance service free of charge for passengers who are blind or have low vision while at the airport.
- Hidden Disabilities Sunflower Lanyards is an awareness initiative aimed at discretely communicating to airport staff that a person who voluntarily chooses to wear the lanyard has a hidden disability and may need a little more time or have additional questions. MIA is a proud member of the program and provides the lanyards free of charge to passengers. Hidden disabilities include disabilities not visible to an onlooker such as autism, anxiety, and PTSD.
- MIAair (Airport Instruction & Readiness Program) is a dress rehearsal program that allows passengers with disabilities the opportunity to go on a tour to practice the travel experience in a safe and controlled environment. The program helps prepare travelers for future flights, from the check-in process to even boarding a flight.
- Multi-Sensory Rooms are dedicated spaces where passengers with cognitive and developmental disabilities such as autism can enjoy a calm and stimulating environment while they travel through MIA. The room includes sensory aids that can reduce agitation and anxiety sometimes caused by the hustle and bustle of airport travel. The rooms are located post-security in Concourse D, next to checkpoint 4 and post-security in the H-J connector.
- Service Animal Relief Areas are enclosed units, which include synthetic grass, a fire hydrant, disposable bags, and sinks for service animals. Located post-security in Concourse D, F, G and J. In addition, outdoor areas are available at arrival level in Concourse D, E, and J.

- Wheelchair charging stations, which offer people with electric mobility devices the opportunity to enjoy travel without the stress of low batteries. MIA is the first airport in the U.S. to install wheelchair charging stations airport-wide. The 10 wheelchair charging stations connect to the charging power on electric wheelchairs and mobility scooters, giving passengers the ability to recharge while waiting for their flight. Locations for the stations are in Concourses D, E, F, G, H and J, and Pre-Security in the D and H International Arrivals.
- The integrated accessibility toolbar on the MIA website offers passengers with disabilities with learning difficulties and/or visual impairments an option to customize the way they view the airport website to create a more accessible experience for viewing. The toolbar includes functions for an audible narrator of page, text, color, and graphic alterations to name a few.
- ADA Open Access Committee, a group of volunteers who, in conjunction with the Aviation Department and airport staff, meet quarterly to work towards improving and implementing accessible programs and services at the Miami International Airport. These meetings also include training from different organizations such as the National Alliance on Mental Health (NAMI), Lighthouse for the Blind, and the Alzheimer's Association. The ADA Open Access Committee Chair is Jackson David, who is also a member of the Miami-Dade County Commission on Disability Issues (CODI).
- Parking, offering two hours of complimentary parking to vehicles displaying a disable parking permit or license plate. In accordance with Statute 316.1964 only vehicles with specialized equipment such as ramps, lifts or foot or hand controls for use by a person who has a disability, or any vehicle displaying a State of Florida license plate for disabled veterans issued under s. 320.084, s. 320.0842 or s. 320.0845 or displaying a Florida Toll Exemption Permit is exempt from parking charges.
- Wheelchair services and other disability assistance in the airport main touchpoints, aircraft, and boarding are overseen and the responsibility of each airline, per Federal Law.

Opportunities: Wheelchair services to and from the Miami Intermodal Center (MIC), increase community awareness of available programs through outreach and marketing campaigns.

Community Action and Human Services Department (CAHSD)

- The Meals on Wheels (MOW) program provides home delivered meals each week to low-income, ill and homebound Seniors and young adults with disabilities living throughout Miami-Dade County. Participants in the program receive seven (7) frozen meals each week, along with fresh fruits, milk and other food items.
- The Meals for the Elderly (MFE) program provides older persons with hot nutritious meals and activities in a senior center setting five days per week. Guidelines are: persons 60 years or older (spouse may be younger), who cannot afford to eat adequately, or have limited mobility, or need support in food selection and meal preparation; and may benefit from socialization. The aim of this program is to reduce the need for institutionalization of the older persons so they may remain active and viable in the community.

- The Senior Companion Program (SCP) provides participants 55 years of age and older the opportunity to enrich their lives through providing services to other seniors frailer than themselves. The program strives to prevent or reduce the need for institutional care, thereby helping the elderly to continue living at home. Volunteer benefits include an hourly stipend, transportation allowance, training, information and referral.
- The R.E.L.I.E.F. Program provides participants 18 and over the opportunity to render companionship to homebound elders allowing caregivers providing constant care to take a much needed break, thereby continuing to care for their loved ones, helping them remain at home and in their community.
- The Adult Day Care (ADC) centers are community-based programs designed to meet the needs of functionally impaired elderly and younger adults with disabilities. It is a structured, comprehensive program providing a variety of health, social and related support services in a protective setting during the day. Each day participants receive nutritious meals (breakfast and a hot lunch), social activities, and transportation (if the family cannot provide it) to and from the centers.
- Disability Services & Independent Living (DSAIL) program is responsible for administering various services designed to assist persons with disabilities, ages 18 to 59, with maintaining and/or acquiring as much independence and autonomy as achievable, thus enabling them to remain at home and in the community as long as possible and preventing premature institutionalization. Services include case management, in-home support, information and referral, group activity therapy, family and individual counseling, and assistance in finding jobs and accessible housing.
- The Home Care Program (HCP) provides homemaking, personal care, chore and respite services to elderly and young disabled people who need help with their activities of daily living in order to remain at home. Homemaking includes light cleaning, shopping, meals preparation, washing dishes and laundry. Personal care includes assistance with bathing, grooming, dressing and feeding. Chores includes heavy cleaning, yard clean up, errands, and minor household repairs. Respite provides short term relief for family caregivers.
- The Head Start/Early Head Start program provides an avenue for children with a suspected developmental delay and their families to receive targeted support and resources needed for children to catch up and increase their chances for success in school and life. Services include screenings to assist with early detection of a possible developmental delay or health concern, referral to Local Education Agency and Local Early Steps for assessments and evaluation, in-class support from qualified teaching staff while early intervention services are being established, development and implementation of an individualized plan to help children meet developmental milestones, and transition from Early Head Start to Head Start and later into their local school district.
- Kendall Cottages Community Center will provide exclusive programming for individuals with disabilities and their families. Through a recently negotiated agreement with a 3rd party developer, the Community Center, being built on the Kendall Cottages Campus, has a projected completion date of early 2023. This location could also serve as the head office for other proposed initiatives. Already designated as a residence for programs catering to

individuals with disabilities, the Kendall Cottages compound will serve as a strong support to the proposed new initiatives.

Opportunities: Increase marketing and outreach for programs. Need for additional resources to expand programming including additional staff, transportation, technology equipment and upgrades, pre-employment training and placement for young adults with disabilities, and in-home supportive services. Creation of an Autism Support Unit within the Elderly and Disability Services Division, to provide support to elderly and disabled clients on the autism spectrum. Creation of a Children with Special Needs Symposium, hosted by the Miami-Dade Head Start Program, to bring awareness and resources to families with children with special needs in Miami-Dade County.

CareerSource (South Florida Workforce Investment Board)

- Services tailored directly to individuals with disabilities and their families not identified.

Opportunities: Creating a universal design for service delivery. Ensuring all contracted service provider staff participates in disability sensitivity training regularly.

Corrections and Rehabilitation (MDCR)

- Educational programs are provided in partnership with the School Board of Miami-Dade County, for Special Education students between the ages of 18-22 while they await the final disposition of criminal cases, including:
 - GED / ABE / ESOL Classes
 - Vocational Education
 - Self-Betterment Programs (Volunteer driven self-help educational groups.)
- Family Visitation is currently available remotely with two free video visitation calls provided. MDCR is expected to open its Video Visitation Center to the public at Pre-Trial Detention Center in July and at Metro West Detention Center in August. Video calls are free of charge through the Video Visitation Centers and remotely for a nominal convenience fee. The Video Visitation Centers are ADA compliant.
- Inmate Programming in collaboration with community-based organizations, offers a wide array of programming such as Thinking for a Change (CBT), Cognitive Behavioral Therapy, Broken Pieces/ Life Skills, Criminon/ Self-Improvement Program. Programs are available to all inmates including those with special needs (cognitive or physical). Inmates with special needs are encouraged through the Reentry and Program Services Bureau to participate in inmate programming.

Opportunities: Expansion of virtual educational programs, particularly for individuals with disabilities and their families. Increased collaboration and support for community organizations providing programming for individuals with disabilities.

Cultural Affairs Department (CUA)

- The Audience Access (AUD) Grant Program is designed to provide mini-grant funding to help pay for arts program ADA/access technology and services, such as American Sign Language (ASL) interpreters, captioning, audio description, materials in accessible format, ADA/access training, and other such services to ensure programmatic access for audiences

of all abilities. This program is intended to help individuals with disabilities by providing funding to cultural organizations that enables them to provide access accommodations and services to their audiences.

- The Arts Help Grants Program assists select Hispanic and Haitian arts organizations in the area of grant writing by providing funding support for the purposes of hiring bilingual grant writers to assist organizations in completing grant applications for local, state and federal grant programs. In addition, CUA actively promotes the availability of Arts Help mini grants to people with disabilities, in an effort to encourage and facilitate access to public funding support even more broadly.
- All Kids Included – Accessible Arts Experiences for Kids (AKI) promotes inclusive arts and cultural programs in school settings and throughout the community so that kids of all abilities and their families can participate fully in the arts. AKI’s purpose is to increase the number of quality arts experiences accessible to children with disabilities and their families, and to promote the benefit and importance of inclusionary arts and cultural programs both in school settings and the community. This is done by making resources available to non-profit organizations, including funding, ideas, information, technical assistance and programs.
 - AKI Arts @ Place provides inclusive arts experiences, field trips and/or artist residencies for students and professional development for teaching artists and educators in a variety of community settings. Programs are designed to be accessible, providing AKI-inspired elements and artists infused into inclusive experiences, along with accommodations such as assistive listening devices, ASL interpretation, open captioning, noise cancelling headsets, large print materials, Braille materials, audio description, sighted guides, and sensory-friendly programs.
 - AKI Arts for Wellness provides a day of wellness for children and families infusing healing and expressive arts. Families are invited to explore their creativity and imagination through a variety of interactive expressive arts and healing modalities, in an inclusive and supportive community setting. Event activities include art, music, movement, guided meditation, light therapy, vocal toning, nature activities, yoga and a community resource fair offering information for families.
 - The AKI Family Arts Festival provides a free innovative, interdisciplinary community arts festival for children and families with or without disabilities, and features live performances, interactive arts activities, student field trips, a district-wide student art competition and exhibit, and community resources for families. Each component of the festival is designed to be accessible, providing inclusive experiences and accommodations such as assistive listening devices, ASL interpretation, open captioning, noise cancelling headsets, large print materials, Braille materials, audio description, sighted guides, and sensory-friendly programs. In addition, the virtual version of the festival includes ASL, captions and audio description for all digital content.
 - AKI student art competition is held each year in conjunction with the AKI Family Arts Festival and is open to all Miami-Dade students in grades Pre-K-12. Student artists are invited to submit original artwork depicting the AKI festival theme and

are asked to draw on the festival's selected book for inspiration. Students' artwork is exhibited at one or more regional libraries and during the AKI Family Arts Festival, as well as in a virtual gallery. This program is open to students with or without disabilities and provides accommodations upon request.

- AKI literary events, AKI mini festivals, and related activities in partnership with the Miami-Dade County Public Library System. Activities include book readings and plays presented with ASL and other AKI-inspired elements and artists infused into library events, professional development trainings for library staff on ADA/access, inclusion strategies and Sensory-Friendly programs, and book giveaways.
- The AKI professional development workshop series is presented annually for educators, clinicians, teaching artists and cultural program administrators. Trainings are designed to provide a hands-on approach to learning about adaptive techniques for including every learner, together with the knowledge of universal design. Educators gain a sense of excitement and renewed energy, as well as practical skills on how to use the arts to inspire learning in the classroom and clinical settings, and to include students with disabilities in mainstream summer camp programs.
- AKI Cultural Internship Training Program Provides internships for high school students with disabilities for summer and school-year career training programs at CUA cultural venues and other non-profit arts organizations. Partners may include but are not limited to: Arts4All Florida, Miami-Dade County Public Schools, Creative Action and the DeMoya Foundation.
- The AKI mental health initiative is being developed as a pilot program utilizing the arts as a means of self-expression and healing as a pathway to improving mental health for children and youth. AKI intends to partner with expressive artists, social service agencies and mental health professionals to design and implement the program.
- Animation Gets Real Summer Boot Camps for teens with autism and related disabilities is presented in partnership with Arts4All Florida, the State organization on arts and disability. This unique, week-long experience teaches students with autism spectrum disorder ages 13-22 animation, music making and real-life skills, including: animation, writing and editing, storyboarding and iPad music making, editing and sound effects. Through this technology, students are introduced to the world of animation and iPad music, as well as the possibility of continued education and a future career path.
- Illustrated Guides for New Audiences (Going to the Show; Going to the Museum; Going to the Zoo and Gardens Too) provide illustrated pre-show/pre-visit guides designed to help educators, parents and caregivers prepare individuals with Sensory Processing Disorders and Autism Spectrum Disorders (ASD) for a live performing arts experience, museum, zoo, or garden visit. Depicted in comic book style, the stories highlight key events that audiences and visitors are likely to encounter at the theater, museum, zoo or garden, such as unfamiliar people, waiting in line,

darkened spaces, and unexpected or loud sounds. The goal of the guides is to create some predictability to these new experiences, with the intention of decreasing apprehension for these individuals.

- The Sensory-Inclusive disability access symbol is intended to be used in marketing materials similarly to the standard wheelchair access symbol. Using the Sensory-Inclusive symbol indicates that the advertised performance/program will provide accessible accommodations for individuals with Sensory Processing Disorders and Autism Spectrum Disorders (ASD), such as modifications to sound and lighting. Other accommodations may include noise canceling headsets, a quiet room, and a special pre-show guide to preparing new audiences and visitors for a live performing arts or museum experience. The Sensory-Inclusive disability access symbol features an umbrella to represent all Sensory Processing Disorders as well as inclusiveness and integrates puzzle pieces to symbolize Autism Spectrum Disorders (ASD).
- Shadow Interpreted Theatre utilizes specially trained American Sign Language (ASL) interpreters who perform as “shadows” during a live stage production alongside voiced actors. Shadow Actors are integrated into the performance by mirroring the voiced actors on stage, while interpreting the character they are shadowing in ASL. In this way, all audience members can enjoy the complete theater experience rather than having to watch a single interpreter located off stage, and thereby missing much of the action taking place on stage.
- Youth Arts in the Parks is an inclusive, socially oriented arts program for children and youth ages 6-17 with and without disabilities (youth with disabilities welcome up to age 22). This fun and educational program teaches kids of all abilities visual arts, creative movement, music and expression, or computer animation in an out-of-school social setting. Classes are led by professional artists/art teachers, certified instructors and disability experts. Classes are held on Saturday mornings for 12 weeks each fall and spring, culminating with an end-of-session performance and exhibition. In addition, the Youth Arts in the Parks multidisciplinary Creative Arts Camp is currently offered for 6-8 weeks in summer.
- Zot Artz adaptive art tools, created by artist/inventor Dwayne Szot, offer individuals of all abilities an opportunity for creative expression through arts and mobility. The Zot Artz art tools are designed so participants with limited movement or lack of fine motor skills can be successful in using what mobility they have to create, paint, draw, print and more. Individuals roll out paint and draw with chalk - all while working on mobility skills and coordination through creative expression. Throughout the year, AKI presents various Zot Artz community-based activities, in-school residences, and professional development workshops for educators. In addition, the equipment is made available for use by community providers through the Zot Artz lending program housed and managed by Parks, Recreation and Open Spaces Department's Therapeutic Recreation & Inclusion. Activities are led by individuals with expertise in inclusive programming.

Opportunities: Increase community awareness through outreach campaigns, as well as increase funding for mini-grant programs, therefore providing individuals with disabilities and their families increased accessibility to cultural programming across the County.

Economic Advocacy Trust

- Services tailored directly to individuals with disabilities and their families not identified.

Opportunities: Expanding the Teen Court program to teens with special needs. The program provides teens in general with an opportunity to earn community service hour credit towards high school graduation, and volunteer opportunities to adult attorneys/judges to give back to the community. The expansion would require a dedicated staff member with experience under special needs education and/or other relevant experience serving special needs individuals.

Elections Department

- The Voting Rights Act ensures that every eligible person may register to vote, easily enter, and exit the polling location, and have easy access to a voting booth. The Act also requires that ballots do not discriminate against blind or visually impaired people, or people who cannot read English. All ballots and election-related materials are available in three languages: English, Spanish and Creole. Additionally, the Voting Accessibility for the Elderly and Handicapped Act requires that Elections has telecommunications devices for the deaf (TDDs), also known as teletypewriters (TTYs). ADA booths and chairs at wheelchair height along with a proxy waiting process for voters are provided at polling locations.
- Declarations to Provide/Secure Assistance, as required by Florida Statute 101.051, permits a voter who needs assistance to vote to request assistance through filling out a Declaration to Secure Assistance. An election official can assist, but if the voter brings a person to provide assistance, that person must fill out a Declaration to Provide Assistance. Both forms are available at the voting location and are intended to assist voters who may need accommodations during their voting process.
- ExpressVote, ADA touchscreen voting machines, are available at all polling places. The machines provide voters with various accommodations, including touch screen, audio, sip and puff, contrast capability, and zoom in features.
- Democracy Live OmniBallot online Pilot Project offers secure, accessible remote balloting for all voters, including voters with disabilities, living abroad, or serving in the military. The OmniBallot balloting portal delivers ADA-compliant, electronic ballots to voters remotely, no matter where they are, or what device they are using.
- The Motor Voter Act requires all offices of state-funded programs that provide services to persons with disabilities to also provide them with voter registration applications, to assist them with completing the applications, and to send the completed applications to the proper state official.
- Supervised Voting is offered for electors residing in any assisted living facility or nursing home facility. The Elections Department coordinates with each facility where the voters that would like to take part in Supervised Voting reside, as well as the date and time that

best suits the needs of the electors residing at the facility. The Supervised Voting team delivers the ballots to the respective electors, and each member of the team shall jointly supervise the voting of the ballots. If any elector requests assistance in voting, the oath prescribed in F.S. 101.051 shall be completed and the elector may receive the assistance of two members of the Supervised Voting team or some other person of the elector's choice to assist the elector in casting the elector's ballot. After all ballots have been verified and accounted for, they are transported and returned to the Elections Department by staff for processing.

- The Poll Worker Recruitment & Training Division provides organizations with training by request including demonstrations on how to use ADA-accessible equipment, i.e., ExpressVote machine.

Opportunities: Increase community awareness through outreach campaigns, coordinated through an ADA Coordinator.

Fire Rescue Department (MDFR)

MDFR Office of Emergency Management (OEM) provides the following services:

- Emergency & Evacuation Assistance Program (EEAP) provides free evacuation assistance to eligible residents living in Miami-Dade County who need specialized transportation and/or sheltering, or who would like to receive a wellness check after a disaster. Eligible residents should pre-register prior to an emergency. Pre-registered residents will have priority over those who have not registered for the program. The EEAP is designed for individuals who are unable to evacuate on their own due to a specialized transportation need, have nowhere to evacuate to and/or may require placement in a specialized shelter. Multiple types of transportation are available to accommodate individuals with functional and access needs or specialized transportation, e.g., liftgate vehicle.
- Neurodivergent Hurricane Preparedness Guide for Adults and Children, created as a collaboration between MDFR-OEM, the University of Miami (UM)- Nova Southeastern University (NSU) Center for Autism & Related Disabilities (CARD) to include preparedness messaging for Neurodivergent individuals into the annual County Hurricane Readiness Guide. UM-NSU CARD developed a narrative and storybook on hurricane preparedness for Neurodivergent children. A web link will be included in the 2022 Hurricane Readiness Guide that will take individuals directly to the UM-NSU CARD website where the messaging and storybook will be located. The adult version is currently in the making and the link will be included in the 2022 Hurricane Readiness Guide if completed in time for printing. The Hurricane Readiness Guide can be requested in alternate formats (i.e., large print and brail).

Opportunities: none identified.

Homeless Trust (HT)

- Permanent Supportive Housing pairs housing with case management and supportive services to disabled individuals and families experiencing homelessness. Individuals

participating in Homeless Trust programs are referred by the Homeless Trust Housing Coordinator to available inventory based on vulnerability. Prioritization factors include seniors 65 or older, people with health conditions which put them at high risk for severe illness from COVID-19, people who have been in the Homeless Trust system in excess of 300 days, youth ages 18-24, people who score 4 or more on the system vulnerability tool, families who score 8 or more on the system vulnerability tool, people who have other system involvement (crisis, jail, etc.), and people fleeing domestic violence, stalking, dating violence or trafficking. Permanent Supportive Housing is funded through the 1% Local Option Food and Beverage Tax, U.S. HUD's Continuum of Care Program, partnerships with area Public Housing Authorities, including Veterans Administration Supportive Housing, and Florida Housing Tax Credit programs. Housing may be project-based or scattered site.

Opportunities: The current need exceeds the inventory of Permanent Supportive Housing to assist every household including a disabled individual. Approximately 60% of persons experiencing homelessness (sheltered/unsheltered) are disabled. A unit of Permanent Supportive Housing is about \$18,000.00, including rent and wrap-around support services.

Human Resources Department (HRD)

- The Human Rights & Fair Employment Division of the Human Resources Department provides community outreach to inform the community on their rights and how to file a disability discrimination complaint through marketing activities including advertisement on buses and Metrorail for individuals. The office also assists County employees, and anyone visiting or residing within Miami-Dade County with filing an employment, housing or public accommodation complaint based on disability discrimination.
- Disability Etiquette Training is made available to all County employees, residents, businesses, and visitors to Miami-Dade County. The training covers ADA and Chapter 11A, Reasonable Accommodations, Etiquette, and Best Practices for working with individuals with disabilities.
- The Disability Accommodation Fund is available for County employees and applicants who need to request a reasonable accommodation to participate in recruitment or in order to perform the essential functions of their position.

Opportunities: Reinstating the Phoenix Program, which provided internships to university/college students with disabilities, by providing funding for an additional full-time staff member to recruit, place, train, and follow-up with the individuals and the departments participating.

Internal Services Department (ISD)

- The Americans with Disabilities Act Office: The ADA Office has recently grown from two to five full time positions. Per Mayor Daniella Levine Cava's directive, the ADA office established three new positions through enhancements. These new positions will facilitate the fulfillment of the office's mission, which is to ensure that every County program, service, activity and facility is accessible to and usable by our residents and visitors with disabilities.

- The ADA Office helps County departments understand the importance of the ADA as a federal civil rights law, their obligations under the Act, the options for meeting those obligations, and how different options will impact people with disabilities. The office helps to shape policy and procedures to positively impact the delivery of services to people with disabilities.
- The ADA Office provides administrative support to the Commission on Disability Issues (CODI), the County's advisory board on disability issues. CODI serves as a voice of the disability community, advocating for the community's needs and concerns.
- The ADA Office also provides leadership and guidance to the ADA Compliance Professionals (ADACP). ADACP is comprised of the ADA Coordinators for all County departments and ADA compliance professionals who work for some of the County's municipalities. The group meets quarterly to share ideas and information on diverse topics related to ADA compliance.
- The ADA Office oversees the Municipal Parking Fines Reimbursement Program. Fines assessed in the municipalities for handicapped parking infractions are collected by the Clerk of Courts. Each year, the municipalities have the opportunity to have a portion of the fines reimbursed to them by applying to the program. The funds reimbursed must be used to improve accessibility and equal opportunity to qualified persons who have disabilities in the municipality and to conduct public awareness programs in the municipality concerning persons who have disabilities.

Opportunities: Public/private partnerships to design and develop affordable, accessible housing, as well as employment opportunities for people with disabilities.

Libraries Department (LIB)

- Zoom Text Magnifier Reader is a magnification and reading software that makes computers accessible to users with low vision. It enlarges, enhances and reads aloud everything that is displayed on the computer screen.
- Topaz Video Magnifier uses a camera system combined with a television monitor to enlarge or magnify the size of an image for persons with visual disabilities. Topaz also makes it possible to alter the contrast displayed on the screen, viewing the image as either black print on a white background or vice versa. It may be used to view books, pictures, maps, photographs, and handwritten letters. This service is available at select Library locations.
- Large Print Books are ordered for each branch location throughout the year. Through these orders, branches purchase across multiple genres to make these visually assistive books available to a wide audience.
- Sensory-Friendly Programs and Events offers a variety of sensory-friendly programs and events for neurodivergent persons and individuals with autism spectrum disorder throughout the library system and include story times, STEAM events, therapy dogs, meditation and yoga classes.
- The Talking Books Program loans audio and Braille books and magazines, along with a player, free of charge by mail to customers who have difficulty reading or using printed books and other materials because of blindness, or visual, physical or reading disabilities.

- The Connections Program loans library materials by mail to customers of all ages who are unable to visit the library in person due to disabilities, convalescing, caregiving or conditions of aging. The program is primarily intended for individuals with visual disabilities, reading disabilities and people who are unable to hold a book due to a physical disability. Library materials include regular and large print books, foreign language books, movies, audiobooks and music. Return postage is also provided.
- Social Narratives are a tool used by neurodiverse individuals and their families to assist the individual in preparing for an in-person library visit. The stories are posted on each library's webpage and use pictures to illustrate what the individual expects to encounter on their visit (book drop, children's area, circulation desk, etc.). These stories help relieve anxiety and make everyday events less confusing for the individual. Sensory kits as well as noise cancellation headphones are also available at all branches.
- The Bookmobile and Technobus Service provides access to library materials, technology and classes throughout all Miami-Dade County. Some stops serve residents that are unable to visit a physical library location. Technobus service also provides Wi-Fi service to remote areas of the county.
- Library @ Your Door Service allows for library materials to be mailed via United States Postal Service to customers requesting materials through the Library online catalog. This program will be launching soon.
- The Social Worker Program is a partnership between the Library and the Southeast Florida Library Information Network (SEFLIN) to provide a licensed Social Worker at the Main Library. The Social Worker works with customers who visit the library and are experiencing homelessness or need to be directed to available social resources. The service includes mental health resources, housing, job skills and placement.
- The Tablet Lending Program provides an Android tablet with built-in wireless internet access and comes preloaded with several social media, meeting, and Library apps. Tablets come preloaded with accessibility software and can also be mailed via postal service through the Library's Connections Program.

Opportunities: Increase community awareness through outreach and marketing campaigns. The Bookmobile and Technobus Service is being improved through investments in new fleet. Additionally, the Social Worker Program can benefit from the addition of social workers across library locations.

Office of Management and Budget (OMB)

- Community Based Organizations Funded by County General Fund:
 - Best Buddies International - Friendship and Social Inclusion Project provides opportunities for social inclusion for youth and adults with intellectual and developmental disabilities (IDD) through one-to-one friendships with typical peers and integrated activities on school campuses and in the community.
 - Best Buddies International- Jobs Program develops competitive and integrated jobs for residents with intellectual and developmental disabilities (IDD) living in Miami-Dade County.

- CCDH, Inc. (d.b.a. The Advocacy Network on Disabilities) - Individual, Family, and In- and Out-of- Home Supports project assists persons identify and access support and advocate for the services they need and want. In-and Out-of-Home Supports are provided specifically to help ensure that an individual with a disability can continue to live in their own or family home and avoid institutionalization.
- Hearing & Speech Center - Childcare Worker/Parent Training program is designed to offer professional training to childcare workers/parents in the principles and skills of providing speech and language stimulation techniques, as well as help them understand developmentally appropriate skills that may enhance the quality of childcare they provide.
- Hearing & Speech Center - Therapy for All provides professional evaluation and therapy to children and adults with developmental disabilities/delays to assist them in achieving their maximum functional outcomes and potential.
- Spinal Cord Living-Assistance Development, Inc. Community Inclusion Program assists persons with physical and/or developmental disabilities of any age to live independently in the community, participate in the social, cultural, educational, and vocational opportunities available to all in the community. The program seeks to avoid institutionalization of Program Participants by coordinating and accessing Support Services, Vocational, and Housing Services.
- The Association for Development of the Exceptional - Academic/Vocational and Employment Skills Training Program provides services to Developmentally Disabled Adults, 21 years of age and older, with primary disability of mental retardation and in many cases secondary disabilities of Epilepsy, Cerebral Palsy, Autism, Speech and Auditory impairments, and/or physical and behavioral barriers. The program seeks to assist participants with acquiring vocational, social and educational skills that enhance their abilities to become more independent, productive citizens of society.
- Case Management for Families with Disabilities (organization is Family Action Network Movement, Inc. aka FANM, INC.) Family Action Network Movement, Inc. (FANM) conducts outreach and provides educational information to families, as well as provides referral and case management services to Haitian families with a child or family member who has a physical, developmental, or sensory disability. FANM conducts quarterly outreach and educational activities to promote awareness on disabilities; including a newsletter that provides informative, culturally, and linguistically relevant information about Haitian families dealing with disabilities and conducts annual quality assurance surveys. FANM also conducts radio education sessions.
- Easter Seals South Florida, Inc., The Extended Day & Saturday Adult Day Care centers program allows clients to attend additional hours of adult day care beyond those approved by their funding source and/or attend the center on Saturday (i.e., Adults with disability, Seniors and people with Alzheimer's disease and other related disorders).

- Easter Seals South Florida, Inc. Happy Hands Early Intervention Program (Happy Hands) provides extended day services to 51 families participating in the Easter Seals early childhood program (Child Development Center). Eligible families must have a young child between the ages of 0 and 5 years old. Participating children must be eligible through Florida Early Steps, have a documented disability or a developmental delay, and or be accepted as a typically developing role model.
- Masada Home Care, Inc. supports home health care services for at risk seniors and/or disabled adults with emphasis on emergency and crisis management services. Once a client is referred to the Emergency Home Care Program, appropriate assessment and ongoing services will help to establish appropriate outcome measures and project performance.
- Miami Lighthouse for the Blind and Visually Impaired, Inc.- Senior Group & Activities Program (SGA) promotes a fuller, more well-balanced life for seniors who are blind or visually impaired by recognizing the need of integration of art creation and appreciation into comprehensive programming. Seniors are eligible for enrollment when they have a medical diagnosis of legal blindness (20/200 or less visual acuity in the better eye with best possible correction, or a visual field equal or less than 20 degrees.)
- Center for Independent Living of South Florida, Inc. - Adult Transition Program assists adults with disabilities enrolled at Miami-Dade County Public Schools (MDCPS) vocational education centers to achieve their educational goals, learn self-advocacy skills, and transition to employment.
- The Center for Independent Living of South Florida Inc. (CILSF) provides access to services for the deaf, hard of hearing and deaf-blind constituents of Miami-Dade County. The Deaf Services program aims to provide deaf adults with disabilities help to obtain benefits and services including: Social Security, Food Stamps, utility assistance, child custody, citizenship, driver's education, American Sign Language instruction, housing, day care, and other independent living services.
- Epilepsy Florida, Inc. - Prevention, Access and Intervention Program employs a three-prong approach to healthcare services through Case Management, Epilepsy Education, and Coverage to Care health and health insurance literacy for individuals diagnosed with or suspected of having epilepsy.
- Epilepsy Florida, Inc. - School and Family Resource Program provides children diagnosed with epilepsy with services including School Advocacy Services, Epilepsy Education, and a Facebook Parent Support Group, provided during the workweek and through special meetings with parents after work hours when needed.
- The Key Clubhouse of South Florida, Inc. serves adults ages 18 and older who live in Miami-Dade County and have been diagnosed with a serious mental illness including bipolar disorder, major depression, schizoaffective disorder, post-traumatic stress disorder, and anxiety. The Key Clubhouse provides a high

quality, vocational, educational, and social support system that cannot be found in any clinical program in Miami-Dade County.

- Allapattah Community Action Program B: Homebound Meals provides 1 hot meal 5 days a week to homebound seniors in Miami-Dade County District 2, 3, and 5.
- Douglas Gardens CMHC of Miami Beach Outpatient Aftercare Case Management provides expedited mental health services to individuals in District 4 and 5 who have recently experienced a psychiatric crisis and often have had multiple hospitalizations; focuses on aiding individuals to transition from an inpatient setting (i.e., hospital and crisis stabilization unit) to an outpatient setting.
- Jewish Community Service of SFL Program A: JCS Emergency Homebound Meals and Shopping Service provides assistance to frail homebound seniors in Miami-Dade County District 2, 4, 5, 6 and 7 who are confined to their residence and who require home based nutrition, assessments, and shopping services on a temporary basis.
- Josefa Perez de Castaño Kidney Foundation Nutrition for Elderly and Disabled Persons (Dialysis Patients) provides low-income elderly dialysis patients with nutritionally balanced lunch meals at their dialysis treatment centers.
- Little Havana Activities & Nutrition Centers of Dade County Program A, B, D, G: Homebound Meals provides 1 hot meal 5 days a week to homebound seniors and includes homemaker services for light housekeeping chores.
- Southwest Social Services Programs Program C: Homebound Meals provides 1 hot meal 5 days a week to homebound seniors in Miami-Dade County Districts 3-13.
- The Alliance for Aging, Inc. seeks to improve the quality of life of elders and their families in Miami-Dade County, by funding and overseeing a system of services and advocacy. As the designated Area Agency on Aging and Aging Disability Resource Center for Miami-Dade and Monroe Counties. As the Area Agency on Aging, it serves the entire population of adult ages (60+) and adults with disabilities (18+) for both Miami-Dade and Monroe Counties.
- Community Based Organizations Funded by County Federal Funds:
 - Ryan White Part A / Minority AIDS Initiative Program (RWP) provides a series of data-driven, needs-based core medical and support services to approximately 9,000 low-income people with human immunodeficiency virus (HIV) who reside in Miami-Dade County. A network of seventeen non-profit organizations - including Public Health Trust clinics, the University of Miami, and fifteen other community-based organizations - provide these services at multiple locations throughout the County. Core medical services include Outpatient/ Ambulatory Health Services (medical care), Medical Case Management (including Treatment Adherence Services), Local Pharmaceutical Assistance Program (prescription drugs), Oral Health Care (dental services), Mental Health Services, Substance Abuse Outpatient Care, and Health Insurance Assistance (program-allowable copays and deductibles). Available support services include Food Bank,

Substance Abuse Services (Residential), Medical Transportation (discounted Metrobus and Metrorail passes; and rideshare), (targeted) Outreach Services, Emergency Financial Assistance (limited), and Other Professional Services (legal assistance).

- Ending the HIV Epidemic (EHE) - The purpose of the EHE Initiative is to implement effective and innovative interventions, approaches, and services to reduce new HIV infections in the United States to less than 3,000 people per year by 2030. Miami-Dade County is one of 48 counties nationwide to participate in Phase 1 of this Initiative. Based on results of a recent RFP to be reviewed in Committee in July 2021 and ratified by the BCC as early as August 2021, three community-based organizations are recommended to provide locally defined EHE intervention strategies. To accomplish this, the County is funding the following two service components through these initial contracts:
 - HealthTec services relate to telehealth services. Telehealth technology facilitates access to medical care, medical case management, mental health, and substance abuse counseling services; simplifies follow-up care; and helps remove barriers to treatment adherence. Improved treatment adherence will lead to improved viral suppressions.
 - Quick Connect services are an expansion of the local Test and Treat / Rapid Access (TTRA) process that facilitates timely access to medical care and antiretroviral medication therapy, preferably the same day but within 7 days of HIV diagnosis. Rapid access to care can lead to better health outcomes by reducing viral load. Following the Undetectable = Untransmittable (U=U) campaign, people who achieve and maintain viral suppression (i.e., where their HIV levels remain undetectable) cannot pass HIV to others through sex.

Opportunities: none identified.

Parks, Recreation and Open Spaces Department (MDPR)

Inclusion Services provide inclusion plans and services according to individual needs, including in all Miami-Dade County afterschool parks programming, summer camp programs, Active Older Adults programming, and other programs. Miami-Dade Parks has designated Certified Recreation Therapists in each area of the county to assist parents in accommodating children with disabilities into typical recreation programs, seasonal camps and after-school activities. Each of these Recreation Therapists train general park staff in techniques to effectively include children with disabilities into general programs. The staff are also trained to utilize policies and procedures put in place specifically to guide them in the inclusion process.

- Zoo Miami
 - Project Search Program, part of a cooperative agreement with Miami-Dade County Public Schools, is a unique business-led transition program designed to provide work skills and employment training to young adults with disabilities. The program

enables the students to participate in a variety of worksite rotations that may lead to competitive employment in the community.

- Sensory Bags/Quiet Zones provides bags containing fidget toys and stress balls to special needs guests. Designated "Quiet Zones" have also been identified throughout the Zoo for guests to retreat to when feeling overstimulated.
- Deering Estate
 - Discover Deering Afterschool Program connects students to nature through art. Students interact with naturalists and artists during a once a week 3-hour program where they create eco-art projects while learning about coastal habitats, onsite terrestrial ecosystems, protected natural areas, and the plants and animals that live there; the importance of preserving it, and an ethic to keep it healthy and clean. Program focuses on reaching Title I students, including a set of students with learning disabilities. Accommodations include creating an Individual Education Plan.
 - Accommodations are provided for Bay Cruises, Historic House Tours, K-12 Field Study Trips, and Nature Camps.
- Select County Parks
 - EcoAdventure Nature Camps provide fun and educational programming for children ages 6-14, with opportunities to experience and participate in a wide variety of activities in a safe, supervised, and well-organized setting. Activities include scientific experiments, learning outdoor skills and nature-based activities like hiking and fishing. Parents participate in an inclusion interview to discuss accommodations for the child to ensure child participation.
 - Kayak Programs provides educational naturalist-led kayak trips. Staff is trained on the use of adaptive water equipment by the Therapeutic Recreation Inclusion team, and adaptive equipment is available upon request.
 - Camp Fire Night Walk provides naturalist-guided walking tours to discover the marvelous nocturnal life of parks at dusk. AD Barnes Park has a paved nature trail, making it the most accessible nature trail to people of all abilities.
 - The Children's Trust After School & Summer Camp Therapeutic Recreation and Inclusion Parks Programs.
 - Fee Based After School & Summer Camp Therapeutic Recreation and Inclusion Parks Programs.
 - B.A.M. Beautiful Arts and Music Autism Parks Program, offers participants with Autism and their siblings art and music education, enhancing social enrichment and overall wellbeing in an inclusive parks setting.
 - Youth Art in the Park Program offers an inclusive, socially oriented arts-in-the-park program for children and youth, ages 6-18, with and without a disability, and 18-22 with a disability. The program provides an educational program which teaches visual arts in a social setting, led by professional art teachers and disability experts.
 - Skills Training for Autism Recreational Sports Parks Program, offers activities for individuals ages, 6-22, with Autism.

- Leisure Education and Planning Skills Parks Program provides group activities and outings focusing on developing independent living skills, social skills and community skills. The program is available to teens and young adults, ages 15-25, with intellectual disabilities.
- Adult Day Training (ADT) Parks Program provides opportunities to develop independence and self-advocacy skills through the participation in recreational, fitness, educational and community integration activities through parks.
- Paint the Town Blue Parks Program provides social events and activities within parks programs for young adults ages 18-35 with Autism and other Intellectual Disabilities.
- Sports Training Parks Program provides activities for adults 21 years and older with developmental disabilities to improve fitness and develop skills in a variety of sports like basketball, soccer, softball, swimming, bowling and track & field.
- Fun on Fridays (FOF) Parks Program provides social programming for adults 21 years and older with developmental disabilities that includes community outings to a variety of local attractions and community events.
- Saturday in the Park (SIP) provides a full day parks program for adults 21 years and older with developmental disabilities that includes recreational activities and community outings.
- Parks Adult Recreational Therapy Day Parks Program provides adults with developmental disabilities, ages 21-40, with the opportunity to participate in daily recreational activities that focus on improving their independence through self-advocacy, fitness, nutrition, community engagement and social skills training.
- Adapted Archery Parks Program is provided for adults with physical disabilities.
- Handcycling for Youth and Adults with Physical Disabilities offers physical conditioning and training using adapted handcycle for youth and adults. Parks Staff and Park volunteers are available for coaching participants.
- VICTOR Adapted Sports Parks Program provides an adapted sports programs in parks for Disabled U.S. Veterans. Activities include Fishing, Trap Shooting, Boccia, Wheelchair Basketball, Camping, Waterskiing, Snorkeling, Kayaking, Archery, Adapted Aquatics, Kiteboarding and Sailing.
- Wheelchair Basketball Parks Program offers adult with physical disabilities facilities to practice wheelchair basketball.
- Adapted Golf provides adults 21 year and older with physical disabilities the opportunity to learn or practice the game of adapted golf. Golf professionals and volunteers are available for coaching participants, with opportunities to join competitive tournaments at the end of each session.
- Adapted Aquatics provides children 6 and older with disabilities the opportunity to learn to swim, group lessons and competitions.
- The Paralympic Experience offers youth and adults with physical and/or visual disabilities the opportunity to experience adapted sports including wheelchair basketball, handcycling, kayaking, boccia and wheelchair tennis.

- Paralympic Sport Club Activities offers rotating adapted sports clinics and events including boccia, wheelchair slalom, kayaking, waterskiing and sports for the blind and visually impaired.
- Miami Lighthouse for the Blind Outreach Program: Beep Baseball, provides 10 Beep Baseball training sessions to blind/visually impaired to youth ages 10-13 that are enrolled in the Miami Lighthouse for the Blind Summer Camp Program.
- Exceptional People Learning through Outings and Recreation Education (EXPLORE) is a community integration program which focuses on developing leisure interest as well as social and community skills through recreational experiences for children, ages 6 - 14 with intellectual disabilities.
- Annual Events
 - Transition/Resource Fair is an event for young adults with disabilities who are transitioning from high school, to meet with agencies that will be on-hand to assist families with planning for the graduating disabled youth to obtain appropriate resources to assist them with their transition process.
 - Fall Harvest and Resource Festival is an event for individuals with disabilities and their families to come together with food, entertainment, crafts, wellness and more.
 - Family Festival of Arts and Games is an event for Families and Disability Services participants to come together to enjoy a day of sports, interactive games, entertainment, resources, food and more.
 - Flip Flop Family Festival is an event for individuals with disabilities and their families. to come together for entertainment, craft, boat rides and more.
 - Gala Fundraiser: Therapeutic Recreation and Inclusion Gala Night dedicated to raise funds for the Leisure Access Foundation a 501 (c) (3) that supports recreational and competitive sports programs for people with disabilities.

Opportunities: Increase community awareness through outreach and marketing campaigns. Provide training to all park staff on how to work with individuals with disabilities, primarily learning disabilities. Funding needed to expand programs across more park locations.

Police Department (MDPD)

- The Community Affairs Bureau (CAB) Support Dog Program serves as a community outreach tool, to strengthen the relationship between law enforcement and the community, and to provide comfort during critical incidents or high conflict situations and/or events. The primary function of the Support Dog is to provide a calming presence and welcome distraction to people who have been affected by traumatic incidents. The Support Dog also functions as a community relations resource by interacting with citizens at public outreach events. The Support Dog can also be utilized within the Department, via the CAB, to help departmental personnel alleviate stress, as approved on a case-by-case basis by the CAB Major. The trained Support Dog is a valuable supplement to the resources of the Department.
- The Autism Wallet Card Program, in conjunction with retired Coral Gables Police Department Major Bart Barta, provides in-person and computer-based training for its

police officers and supervisors regarding Autism awareness. The training enhances the service ability of responding officers, both patrol and detectives, to situations involving Autistic individuals, specifically identifying characteristic behaviors associated with Autism spectrum disorders.

Opportunities: Expanding the CAB Support Dog Program to police districts.

Public Housing and Community Development Department (PHCD)

- Reasonable Accommodation Requests are available to applicants/tenants under PHCD's federally funded housing programs. PHCD is committed to ensuring that its policies and procedures do not deny individuals with disabilities the opportunity to participate in, or benefit from, nor otherwise discriminate against individuals with disabilities, on the basis of disability, in connection with the operations of PHCD's programs, services and activities. Individuals with disabilities can request a change, modification, alteration or adaptation in policy, procedure, practice, program, or facility that provides a qualified individual the opportunity to fully benefit from PHCD's programs.

Opportunities: Expand Reasonable Accommodation Request hearings for families by broadening teleconference and video conferencing opportunities and technologies. Increase tenant/participant awareness through community outreach.

Seaport

- Assistance with navigate cruise terminals and board cruise ships upon request. People with disabilities may request assistance in order to participate in programs, activities or services at PortMiami, or request materials for any program or meeting in an accessible format by contacting the Seaport ADA coordinator or customer service office.
- Parking, offering two hours of complimentary parking to vehicles displaying a disable parking permit or license plate. In accordance with Statute 316.1964 only vehicles with specialized equipment such as ramps, lifts or foot or hand controls for use by a person who has a disability, or any vehicle displaying a State of Florida license plate for disabled veterans issued under s. 320.084, s. 320.0842 or s. 320.0845 or displaying a Florida Toll Exemption Permit is exempt from parking charges.

Opportunities: increased community awareness of available accessibility accommodations.

Solid Waste Management Department (DSWM)

- Special Assistance Waste/Recycling Collection Services provides assistance to residents who are unable to maneuver the waste collection cart because of health conditions or disability, by having their waste cart collected by the driver from a designated location and taken back upon service completion.
- Neighborhood Trash and Recycling Centers (TRCs) Special Assistance Access provides assistance to residents with disabilities by having the TRC attendant assist the resident with removing trash from their vehicle and placing it in the roll-off containers. Additionally,

disabled property owners may have a designated assistant(s) deliver trash on their behalf to the designated TRC.

- Home Chemical Management Program Special Assistance provides a safe and legal disposal location for used paints, pesticides, pool chemicals, etc. that should not be disposed of with regular household garbage and trash. By request, a resident who is unable to deliver used home chemicals for disposal because of a disability can arrange to have the items picked up by County staff and delivered to the Home Chemical Center for proper handling. This service is also available to the elderly who may no longer drive or have assistance from neighbors or family who can take them to the drop of sites.

Opportunities: none identified.

Transportation and Public Works Department (DTPW)

- Special Transportation Service (STS) provides transportation for individuals with disabilities, whose disabilities prevents them from using Public Transportation.
- Golden Passport EASY Card provides free transit service for seniors over the age of 65 years of age and social security beneficiary recipients with a disability or low income.
- Discount Fare EASY Card provides a discount fare program for the following populations: Individuals Aged 65 and over that are not Miami-Dade County Residents; Persons with Disabilities, and/or Medicare Recipients.
- ADA Hotline processes all requests or complaints placed by individuals with disabilities received through the County's 311 system or Department ADA Coordinator. Instances are given the highest priority and immediately reviewed and assigned to improve access in the public right-of-way.
- Resurfacing, roadway and drainage projects include the assessment and improvement of pedestrian ramps along the project limits.
- ADA Title II enforcement, requiring that all private and public projects that alter or affect the public right-of-way comply with the latest FDOT standards for sidewalks and ADA curb ramps.
- The permit process requires ADA compliance for all utility work and newly developed subdivisions.
- Supplementing standard signal pedestrian equipment with audible pedestrian buttons (APBs) whenever a need by a visually impaired pedestrian is brought to the attention of the Department.

Opportunities: expanding the access to free and/or discount EASY Cards with additional locations for Card applications.

Water and Sewer Department (WASD)

- Services tailored directly to individuals with disabilities and their families not identified.

Opportunities: The Water and Sewer Department offers a Senior High-Efficiency Toilet Rebate Program in which seniors with a "Senior Exemption" tax benefit on their property tax bill, can receive rebates on the purchase and installation of high efficiency toilets. The program offers

limited rebates per fixture meeting efficiency criteria to those properties constructed prior to 1996, and that are occupied full time.

Attachment B

Unfunded Opportunities to expand services to Individuals with Special Needs and Their Families			
Department	Activity	One-time cost	Recurring Cost
Animal Services Department	Increasing availability of virtual services	\$ 10,000.00	
Aviation Department	Providing wheelchair services to and from the Miami Intermodal Center (MIC)		\$ 100,000.00
Community Action and Human Services Department	Implementing Annual Children with Special Needs Symposium		\$ 15,000.00
Community Action and Human Services Department	Increasing funding cost to meet needs of client waitlist for Elderly and Disability Services Division: · Services required for 357 clients on current waitlist- \$18448.96 · Meals for 357 clients on current waitlist, 248 days of meals annually- \$1,116		\$ 6,984,690.72
Community Action and Human Services Department	Implementing Autism Support Unit within the Elderly and Disability Services Division: · Services required for 50 clients on current waitlist- \$23,908.96 · Meals for 50 clients on current waitlist, 248 days of meals annually- \$1,116		\$ 1,251,278.00
Corrections and Rehabilitation Department	Expanding virtual education programs: · Internet Connectivity for all MDCR locations- \$4,000 · IT Equipment (Including computers, web cameras, television screens, and firewall protection)- \$20,000	\$ 20,000.00	\$ 4,000.00
Cultural Affairs Department	Increasing outreach		\$ 2,500.00
Cultural Affairs Department	Increasing Funding for Audience Access Grant Program		\$ 75,000.00
Cultural Affairs Department	Increasing Funding for the Arts Help Grant Program		\$ 2,500.00
Cultural Affairs Department	Increasing Funding for All Kids Included Programming, including staff and facilities		\$ 110,000.00
Cultural Affairs Department	Increasing Funding for AKI Arts for Wellness		\$ 10,000.00
Cultural Affairs Department	Increasing Funding for AKI Literary Events		\$ 1,000.00
Cultural Affairs Department	Increasing Funding for AKI Mental Health and Wellness Initiative		\$ 40,000.00
Cultural Affairs Department	Increasing Funding for AKI Cultural Internship Training Program		\$ 45,000.00
Cultural Affairs Department	Increasing Funding for Going to the Show/Going to the Zoo and Gardens too/Going to the Museum		\$ 10,000.00
Cultural Affairs Department	Increasing Funding for Shadow Interpreted Theatre Program		\$ 50,000.00
Economic Advocacy Trust	Expanding Teen Court program to teens with special needs: · Outreach Coordinator Staff- \$75,000		\$ 75,000.00
Elections Department	Increasing outreach: · ADA Coordinator- \$96,702		\$ 96,702.00
Homeless Trust	Providing additional Permanent Supportive Housing Units · Approximately 1,945 units/\$18,000 per unit- including wrap-around services		\$ 35,000,000.00
Human Resources Department	Reinstating Phoenix Program · HRFEP SPECIALIST- \$ 92,349		\$ 92,349.00
Internal Services Department	Reactivate Disability Internship Program		\$ 300,000.00
Police Department	Expanding the Community Affairs Bureau Support Dog Program to police districts (cost per district/location): · Officer Salary (including pay supplement and fringes)- \$148,147 · Vehicle (Dodge Durango)- \$30,000; K9 Installation- \$7,200 · Veterinary Services and pet boarding (Knowles Animal Clinic)- \$5,000 · Food and Supplies (toys, training materials, kennel, grooming) \$4,000	\$ 37,200.00	\$ 157,147.00
Parks Recreation and Open Spaces Department	Expanding funding at Bird lakes Park to provide art program for children with autism.		\$ 83,709.00
Parks Recreation and Open Spaces Department	Funding VICTOR (Veterans Integrated into the Community through Outdoor Recreation) Program by providing programmatic support and additional personnel: · Additional personnel- \$48,280 · Programmatic Support- \$41,475		\$ 89,755.00
Parks Recreation and Open Spaces Department	Expanding Inclusion Services: · Supervisory personnel- \$67,493		\$ 67,493.00
Parks Recreation and Open Spaces Department	K-12 Field Study Trips and Nature Camps at Miami-Dade Parks' Deering Estate: Staff training program to increase the skill set of staff for working with students with disabilities, with a focus on learning disabilities.		\$ 828.00

Transportation and Public Works Department	Sidewalks and Ramps: · Americans with Disabilities Act (ADA) Barrier Removal- \$16,891,000 · Sidewalks Construct/Repair in UMSA and or Arterial Roads- \$65,657,000	\$ 82,548,000.00	
Transportation and Public Works Department	Staff Golden Passport Satellite Office: · (1) DTPW Service Center Specialist Supervisor 1- \$82,969.32 · (2) DTPW Service Specialist 1- \$64,098.32		\$ 211,165.96
	Subtotal	\$82,615,200.00	\$44,875,117.68
		Total	\$127,490,317.68