



EFFECTIVE COMMUNICATION POLICY

Upon request, this Effective Communication Policy will be made available in an alternate format

Background: It is the policy of the Housing Authority of the City of El Paso, Texas (HACEP) to ensure that communications with applicants, residents, program participants, employees, and members of the public with disabilities are as effective as communications with others.

Policy: HACEP, including its employees, agents, contractors and private management companies/agents, shall furnish appropriate auxiliary aids and services, where necessary, to afford persons with disabilities, including individuals with hearing, visual or cognitive disabilities, an equal opportunity to participate in, and enjoy the benefits of, the programs, services and activities conducted by HACEP.

AUXILIARY AIDS AND SERVICES:

"Auxiliary aids and services" include, but are not limited to: (1) qualified sign language interpreters, note-takers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; and, (2) qualified readers, taped texts, audio recordings, Materials in Braille, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments.

REQUEST FOR EFFECTIVE COMMUNICATION:

When an auxiliary aid or service is required to ensure effective communication, HACEP will provide an opportunity for an individual with a disability to request the auxiliary aid or service of his or her choice. HACEP will give primary consideration to the choice expressed by the individual. "Primary consideration" means that HACEP will honor the choice, unless it can show that another equally effective means of communication is available; or that use of the means chosen would result in a fundamental alteration in the nature of its service, program, or activity or in an undue financial and administrative burden.

The individual should submit his or her request for auxiliary aids or services to HACEP's Equal Opportunity Compliance Officer (EO Compliance Officer).

Within five (5) business days following receipt of the effective communication request(s), the EO Compliance Officer will provide the requesting individual with notification of the proposed auxiliary aid or service to be provided.

If the preferred type of auxiliary aid or service is not available, the EO Compliance Officer will consult with the individual with the disability within forty-eight (48) of receipt of the individual's request to attempt to ascertain whether an alternative means of communication will ensure effective communication.

The EO Compliance Officer will maintain copies of all requests for effective communication and final disposition for three (3) years from the date of disposition.

EDUCATIONAL PROGRAM

Applicant Requests:

As part of the application process, a notice will be posted to contact the EO Compliance Officer if auxiliary aids or services are needed. This notice will also be posted prominently in HACEP's intake and application offices as well as all site offices.

HACEP does not discriminate against persons with disabilities. If you or anyone in your family is a person with a disability and you require a specific accommodation in order to fully utilize our programs and services, please contact the Equal Opportunity Officer at Main: 915-849-3742//Voice/TDD 915-849-3737.

HACEP applicants should make requests for auxiliary aids and services to HACEP's EO Compliance Officer.

Resident Requests:

Requests for auxiliary aids or services may be made to the Manager at the resident's community, or to a Housing Choice Voucher (Section 8) Technician who will immediately forward the request(s) to the EO Compliance Officer.

Meeting Notices/Public Events

HACEP will provide auxiliary aids and services for its board meetings, public meetings, public hearings, etc. for persons with disabilities. Individuals must make their requests no later than two (2) business days prior to the event.

Other Requests:

Requests from members of the public who wish to participate in HACEP's programs, services and/or activities may submit their request(s) for auxiliary aids and services to the EO Compliance Officer.

A person with a disability who is not satisfied with HACEP's response to the individual's request(s) for an auxiliary aid or service may meet with the EO Compliance Officer to determine if some other accommodation will meet the person's needs and provide accessibility. The individual may also file a formal grievance, including appropriate supporting documentation, if any, in accordance with the Grievance Procedure or informal hearing procedure for Housing Choice Voucher participants.

The grievance may be communicated orally or in writing. However, all oral grievances must be reduced to writing. HACEP will provide assistance to any individual who requests assistance in filing a grievance, including assistance in reducing the individual's grievance to writing. All grievances shall be dated and time-stamped.