

## **Office for Persons with Disabilities**

### **Brief Informational Report**

#### **Overview**

The Milwaukee County Office for Persons with Disabilities (OPD) works to advance accessibility, inclusion, and equal opportunity for residents with disabilities across all county-operated programs, services, and facilities. Our office serves as a central resource for guidance, technical assistance, and community engagement to ensure compliance with the Americans with Disabilities Act (ADA) and to promote best practices in disability access.

#### **Core Functions**

- **ADA Compliance and Technical Support** — OPD provides consultation to county departments on accessibility requirements, reasonable accommodations, effective communication, and program modifications. This includes reviewing policies, facilities, and public-facing materials to ensure alignment with federal and state disability laws.
- **Community Engagement and Advocacy** — The office collaborates with disability-serving organizations, advocates, and residents to identify barriers, elevate community concerns, and strengthen the county's responsiveness to disability-related needs.
- **Training and Education** — OPD offers training for county staff on ADA obligations, disability awareness, and inclusive service delivery. These efforts help build organizational capacity and improve the experience of residents with disabilities.
- **Program Support and Partnerships** — The office works closely with internal and external partners to expand accessible programming, promote inclusive recreation, and support initiatives that enhance independence and community participation for people with disabilities.
- **Complaint Review and Resolution** — OPD assists with reviewing accessibility-related complaints and collaborates with departments to ensure timely, appropriate responses and corrective actions when needed.

#### **Current Priorities**

- Strengthening cross-departmental coordination to ensure consistent ADA compliance and effective communication practices.

- Expanding partnerships with community organizations to increase access to resources, adaptive recreation, and disability-inclusive programming.
- Supporting county departments in improving digital accessibility, public communication, and customer service for residents with disabilities.
- Enhancing public awareness of available accommodations, services, and rights under the ADA.

### **Impact**

Through its work, OPD helps ensure that Milwaukee County remains committed to equity, accessibility, and meaningful inclusion. By supporting departments, engaging the community, and promoting best practices.