

## Title II-State and Local Government

- **Does the Americans with Disabilities Act (ADA) protect me from discrimination from the government?**
  - Yes! Title II of the ADA says that individuals with disabilities should not be excluded or denied the benefits of services, programs, or activities operated and administered by state and local governments. The ADA calls these “public entities”.
- **What are my rights under Title II of the ADA?**
  - As a person with a disability, you are entitled to have equal access to government services, programs and activities.
  - A public entity must make reasonable modifications to policies, practices, and procedures to avoid discrimination against people with disabilities.
  - A public entity must provide “auxiliary aids and services” when it is necessary to ensure people with disabilities have an equal opportunity to participate in government services and programs.
- **What is an “auxiliary aid” and why must it be provided?**
  - Public entities must ensure that communication with individuals with disabilities is as effective as communication with those who do not have disabilities.
  - The aid provided will depend on the need of the person with a disability. Some examples include:
    - Qualified American Sign Language (ASL) interpreters on site or through video relay interpreting (VRI).
    - Computer Aided Real-Time Transcription (CART) services
    - Assistive listening devices
    - Braille materials and displays
    - Large print materials
- **What if I am denied access to a public entity’s program or services?**
  - We always recommend addressing your concerns directly with the entity involved. This can be the fastest way to reach a resolution. We suggest that you put your complaint in writing and include your desired outcome. If bringing your complaint directly to the entity is not successful, you have other options.
  - You can file a complaint with the Iowa Civil Rights Commission.
    - **Iowa Civil Rights Commission**  
6200 Park Avenue, Suite 100  
Des Moines, IA 50321-1270  
515-281-4121  
<https://icrc.iowa.gov/file-complaint>
  - You can also contact the Department of Justice ADA Information Line
    - **Department of Justice ADA Information Line:**  
800-514-0301  
[www.usdoj.gov/crt/ada/adahom1.htm](http://www.usdoj.gov/crt/ada/adahom1.htm)