

# Disability Index Benchmarks & Weights, Updated 2021

<https://ncaj.org/state-rankings/justice-index/disability-access>

## National Center for Access to Justice

### Disability Access

“Does the State, through a Statewide Statute, Rule, Regulation, Appropriation or other Written Source of Law or Guidance:”

Number	Benchmark	Weight (points)	No. of States
<b>I. Design &amp; Planning (9 questions, 65 points)</b>			
1.	Maintain a strategic plan for disability access	5	4
2.	Maintain accessibility task force	5	6
3.	Maintain quality of sign language interpreting	10	20
4.	Maintain sign language interpreter scheduling system	5	18
5.	Publish annual report of court compliance and progress with disability laws	5	2
6.	Self-evaluate program accessibility within past five years	5	6
7.	Self-evaluate physical accessibility within past five years	10	5
8.	Collect and publish data on accommodation requests	10	1
9.	Collect and publish data on complaints filed	10	0
<b>II. Training &amp; Support (3 questions, 15 points)</b>			
10.	Train judges on assisting people with disabilities	5	16
11.	Train court staff on assisting people with disabilities	5	14
12.	Require periodic training on legal requirements of equal access for people with disabilities	5	5
<b>III. Service Delivery (9 questions, 75 points)</b>			
13.	Provide counsel as accommodation of disability	5	1
14.	Provide a qualified sign language interpreter free of charge when necessary for effective communication	10	47
15.	Require sign language interpreters be certified	10	38
16.	Require sign language interpreters have courtroom training	5	22
17.	Require team-interpreting in the courtroom	10	6
18.	Require all court websites be accessible	10	19
19.	Require access for service animals at all times, without advance notice	10	39
20.	Provide auxiliary aids and services (beyond interpretation) free of charge	10	34
21.	Provide specialized childcare in court for children with disabilities	5	0
<b>IV. Communicating Court Services (8 questions, 45 points)</b>			
22.	Provide notice of right to accommodation on all court correspondence	10	4
23.	Explain on state judiciary website how to request accommodation, with examples	5	26
24.	Offer sign language interpreting as a language option	5	35
25.	Provide online option to request “auxiliary aids and services,” including sign language interpreter	5	15
26.	Provide name and contact information on state judiciary website for accommodation requests	5	26
27.	Provide on state judiciary website option to submit a complaint about denial of access	5	34
28.	Provide name and contact information on state judiciary website to submit complaint about denial of disability access	5	26
29.	Maintain disability access webpage on state judiciary website	5	33
<b>Total</b>	<b>29 Benchmarks</b>	<b>200 points</b>	