

COMMUNITY CHILDREN’S SHELTER AND FAMILY SERVICE CENTER, INC.

ACCESSIBILITY PLAN FY 15

Developed July, 2014; Revised January 2015

IDENTIFIED BARRIER	PLAN	STAFF RESPONSIBLE	DATE OF COMPLETION
Attitudinal Barriers	<p>Demonstrating Agency’s ongoing commitment to reduce stigmas associated with mental health, substance abuse and dependence, the following will occur:</p> <ul style="list-style-type: none"> • Continued staff, client, and community education will take place on site and in the community. • Trainings focused on cultural sensitivity and client rights will occur during orientation and annually. 	<p>Executive Director, and Staff will be available to sit on committees in the community as well as make presentations to service agencies, schools and client families</p> <p>Executive Director will be responsible for presenting orientation and ongoing training</p>	Ongoing : To be reviewed annually for progress
Architectural Barriers	<p>The building is older. It is handicap accessible through a portable wheel chair ramp into the front entrance. It would be difficult, not to mention costly, to make the building handicap accessible due to narrow doorways and hallways</p> <p>Any new construction or the attainment of additional space will focus on accessibility</p>	The Board of Directors and the Executive Director will ensure that new offices attained will be accessible	Ongoing process
Environmental Barriers	<p>Private space for counselors is limited</p> <p>Staff is discouraged from hanging an abundance of religious, political, or otherwise sensitive materials in their offices.</p>	Management is to monitor the environment on a monthly basis in order to identify any barriers as they arise.	Ongoing process
Financial Barriers	Recognizing the obvious need for continued generation of revenue in order to provide services, Agency will make every effort to accommodate those who encounter financial difficulty in their lives.	Executive Director will monitor this process monthly.	Ongoing process

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	<p>Agency staff will facilitate referrals to available public assistance and entitlement sources.</p> <p>Efforts will be concentrated to ensure that an individual’s limited financial resources are not a sole cause for interruption of or inaccessibility to treatment services.</p>		
Employment Barriers	<p>Agency supports the working lives of its clients by providing hours that allow for clients to get to work on time</p> <p>Agency provides programming in the evening to those clients who are engaged in work. Program activities are available both days and evenings for those clients who are not yet working.</p> <p>Agency offers flexible schedules to accommodate staff who are attending classes in order to attain certification to expand their abilities and opportunities.</p> <p>Trainings are provided in-house as well as offering staff a chance to go to outside trainings and conferences</p>	Executive Director and HR Coord.	Ongoing process: reviewed annually to ensure clients are benefiting from programs and hours of operation are meeting the needs of the working clients

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Communication Barriers	<p>In the past there has been limited requests for interpretive services</p> <p>Individuals requiring additional interpretation services will be accommodated within 24 hours. The Internet will serve as a resource for linkage with such communication services.</p> <p>Individuals who are visually impaired will have all material read to them to ensure comprehension. Agency staff may serve in this capacity as well as through involvement of client’s family / support network, with consent.</p> <p>Currently, those with hearing impairments may be referred to alternate treatment services that are better equipped to meet his/her needs. At this time, Agency does not have staff proficient in the use of sign language. For those in need of such services, he/she may be referred to an appropriate agency identified in the Agency Community Resource Directory to address hearing impairment needs.</p> <p>The use of assistive technology devices, such as TTY / TDD listings, is available at Agency.</p>	Executive and HR Coord.	Ongoing process: Review of admission trends identifies the needs of the client population as well as what changes need to be made
Technology Barriers	<p>Agency recognizes the important that technology plays in today’s society</p> <p>Individuals requiring assistants will be accommodated to ensure technology design, access and utilization is met.</p>	Executive Director and Program Coordinator(s)	Ongoing process: Review will include assessments to ensure clients are benefiting from programs.
Transportation Barriers	Transportation is limited to the area which is considered	Executive Director	Ongoing process: Review

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	rural. <ul style="list-style-type: none"> • Services are provided in community settings (schools and libraries) and in client homes (on occasion). • SORTS (Big 5) provides transportation. 		will include any changes in the transportation systems including Medicaid reimbursement
Other Barriers	Agency will identify any other barriers that may be evident through the customer satisfaction questionnaire particularly around access to service and access to staff. Agency will conduct a satisfaction survey with staff to identify the barriers that staff believes interfere with performing their job. Agency will do an Accessibility Assessment each year to get input from staff and other stakeholders	Executive Director and HR Coord.	This is an annual process.

Barriers and special accommodations will be assessed at the time of referral, during intake, and throughout service delivery. Any reasonable accommodations requested by persons served or other interested parties will be evaluated and resolved immediately, if possible. If it is not possible to resolve the issue immediately, a plan of action shall be developed. If necessary, information regarding barriers and recommendations for action shall be reported to the Board of Directors by the Executive Director. The Board shall consider the situation and adopt a plan of action to address the situation. Information regarding barriers to services is obtained on an ongoing basis from clients and their families, CCSFSC employees, and other stakeholders.