

ACCESSIBILITY PLAN

Access Family Services, Inc. (AFS)

The following serves as the AFS 5 Year Accessibility Plan for 2008-2012. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

Access Family Services is committed to providing an organizational milieu that seeks to accommodate the needs of all persons served, employees, and stakeholders. Central to this commitment is the removal of architectural, attitudinal, employment, and other barriers that may impede full access to the services and programs of the organization.

This Accessibility Plan corresponds to AFS internal evaluation of barriers through the use of facility inspections, assessments of need, and consumer, stakeholder, and employee feedback. The Accessibility Plan is an annual plan, reviewed and endorsed by Executive Management Team.

The Accessibility Plan for 2008-2012 is as follows:

1. ARCHITECTURAL:

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and consumer feedback. The Quality Improvement Committee and the Health and Safety Committee provide ongoing monitoring of condition's within the organization that serves to improve access. The organization's leadership conducts long and short range planning meetings that routinely include assessment of architectural needs and related costs analysis.

2. ATTITUDINAL:

AFS seek to reduce the stigma associated with persons who have mental illness, mental retardation, and substance abuse problems, and to promote their inclusion within the community.

3. FINANCIAL:

AFS seek to reduce and/or eliminate financial constraints that may restrict the ability of all eligible consumers to access any services consistent with their needs and preferences.

4. ENVIRONMENTAL:

AFS believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential.

5. EMPLOYMENT:

AFS strive to maintain a diverse workforce sensitive to the unique needs of persons served and representative of the community it serves. In addition, AFS strive to hire and maintain the highest of quality of employees available in the labor market.

6. COMMUNICATION:

AFS seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. In addition, AFS seek to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

7. TRANSPORTATION:

AFS seeks to ensure that persons served are not limited by a lack of personal transportation options or by options that may not accommodate their disabilities, and that transportation systems fully accommodate any community member seeking to access services.

8. OTHER AREAS:

In addition to the above specific accessibility goals and objectives, AFS is involved in many ongoing activities and procedures that enhance the accessibility of persons served, employees, and members of the community. Examples include personnel policies (affirmative action/EOE, exit interview process), ongoing outreach activities in all program areas, the utilization of consumer feedback/input processes such as satisfaction surveys, psychosocial assessments, and individual planning, participation in consumer advocacy groups, outcome studies, cultural competency education, and a multitude of other activities that directly facilitate the enhancement of accessibility.

Access Family Services Quality Improvement Team develops and approves revisions to the Accessibility Plan each year. The plan is reviewed and approved by the Executive Management Team and the CEO, and is made available to persons served, employees, and stakeholders.

ACCESSIBILITY PLAN FOR FISCAL YEARS 2008-2010
Access Family Services, Inc.

1. ARCHITECTURAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Complete tile work in kitchen and break room area's underneath cabinets-Charlotte Office	1. Find a contractor or volunteer to complete the job. 2. Select the material 3. Completion of project.	1. Located contractor or volunteer to complete 2. Material Selected 3. Completion of project	1. Beverly Stinson, COO 2. Derek Bullard	1. \$750.00 2. 200.00	1. 11/25/08 2. 12/31/08	Completed
2. Increase handicapped parking spaces by 1 at West Blvd Office	1. Find a contractor or volunteer to complete the job. 2. Purchase the paint to reline the parking spaces 3. Completion of the project	1. Located contractor or volunteer to complete 2. Material Selected 3. Completion of project	1. Derek Bullard	1. \$1000.00	1. 4/15/09	Completed
3. Operational water fountain at Charlotte Regional Office (2633 West Blvd)	1. Repair existing water fountain between men's and women's restrooms	1. Locate plumber or volunteer to complete work. 2. Purchase material or parts 3. Completion of project	1. Beverly Stinson and David Morgan	1. \$250.00	1. 4/15/10	Completed
4. Improve access to each office location for persons with physical disabilities.	1. Design door signs notifying persons with disabilities to ring bell if assistance is needed. 2. Install doorbell & Signs 3. Train staff on how to respond if accessibility assistance is needed	1. Design door sign 2. Print and install sign 3. Install door bells 4. Train staff	1. Tristan Perry 2. David Morgan 3. Rob Nicolai 4. Barbera Averitt	1. \$250.00	1. 8/31/11	

2. ATTITUDINAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Increase community awareness of the organization's mission and programs & services provided.	Brain-storm with staff regarding opportunities for education and implement as feasible.	Regional Directors or designees will present to various community organizations a minimum of (once) annually.	Regional Directors & Staff	Staff time & Marketing Materials \$2000.00 for materials	July 31, 2008	Completed
2. Marketing reflects our consumer's wide range of cultural diversity	1. Redesign our webs site with photos of various racial, age and genders.	1. New website photos and material will receive a minimum of 80% satisfaction for reflecting cultural preferences.	1. Tristan Perry	1. \$100 for photos	December 31, 2009	Completed
3. Increase community awareness of AFS and programs and services through creative literature and publications.	1. Design magazine to be distributed 2 x annually to staff, foster parents and community stakeholders.	1. Magazine will feature variety of company, employee and mental health related articles and will be distributed to employees and stakeholders.	1. Tristan Perry	1. \$2500 annually	June 1 2010	Completed
4.Utilize social media to improve communication with staff and community stakeholders	1. Have a presence utilizing Twitter and Facebook as a social medium marketing tool	1. Set up Twitter and Facebook page. Utilize relevant information and data to increase followers and traffic to our website using our expertise of mental health related topics.	1. Tristan Perry 2. Latisha Forney	1. None	July 15, 2011	Completed

3. ENVIRONMENTAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
To increase the evidence of decorations throughout Access Family Services facilities that reflect the cultural customs of persons served.	Placement of art throughout the facility that reflects the diversity of our consumer population, including African American and other cultural representations.	All facilities will reflect a variety of cultural influences through placement of art in all areas of the facility. These may include murals, pictures and quotes from African American and other leadership.	CEO	\$2500.00	February 1, 2008	Completed

4. EMPLOYMENT:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. To recruit and retain minority or handicapped staff	1. Recruit handicapped and minority staff in each region.	1. Employment of handicapped staff and minorities in management positions.	Derek Bullard	Cost of advertising and position hired for	On-going	On-Going
2. To be able to serve Spanish speaking consumers in Asheville and surrounding counties.	1. Recruit and retain at least one Spanish speaking IIHS team in Asheville NC office.	1. At minimum of one full time IIHS team that services Spanish speaking consumers	1. Rob Nicolai	Cost of advertising and position hired for	December 31 2010	Completed

5. COMMUNICATION:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
<p>To increase the availability of the information regarding the organization’s services, programs, and outcomes to persons served, employees, and community stakeholders.</p>	<p>1. Send monthly flash “newsletters” via constant contact to employees, consumers and community stakeholders. Print hard copies for those who do not have access to email.</p> <p>2. Seek an increase in contact and use of local media to communicate specific information regarding Access Family Services and Compass Adult Care programs and outcomes.</p> <p>3. Develop and hold “Town Hall” meetings a minimum of once yearly to provide information to persons served, employees, and stakeholders concerning functioning of the organization, and to solicit feedback from all stakeholders.</p>	<p>1. Copies of newsletters and emails to at least 100 stakeholders twice annually.</p> <p>2. Assess number of incidents of media coverage of organization in past year and double in the next year.</p> <p>3. Hold one “Town Hall” meetings in each region October, 31 2008.</p>	<p>Derek Bullard</p>	<p>\$2500.00</p>	<p>1 May 31, 2008 2 April 30, 2009 3 December 31, 2009</p>	<p>Completed</p> <p>On-going</p>

6. FINANCIAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Implement sliding fee scale.	1. Research various options and what other county/ private agencies are utilizing	1. Consumers will be knowledgeable about insurance we accept and services we can provide.	1. Beverly Stinson	1. Staff Time	12/31/08	In Progress
2. Diversify offerings by adding additional service locations for consumer's needing/ but not receiving essential treatment services.	1. Explore opening office in one of our existing service area's currently being served through MOA (Gastonia, Fayetteville, Raleigh) 2. Hire Staff 3. Open Office	1. Functional staff working out of new office that is self sufficient	1. Derek Bullard	1. \$10,000	12/31/11	In progress
3. Expand services by providing Day Treatment in Wilmington NC.	1. Determine need in Wilmington, NC region. 2. Get approval from Southeastern LME 3. Locate facility and procure lease. 4. Hire staff 5. Begin operations	1. Licensed and operational day treatment facility in Wilmington, NC	1. Derek Bullard	1. \$20,000	12/31/11	In progress

7. TRANSPORTATION:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Provide transportation for day treatment consumers	Have available a mini-van or bus to provide transportation for day treatment consumers. If necessary, contract service out	Day Treatment consumers will have access to and from day treatment regardless of their disability	Sarah Price, Quality Assurance Director	\$3000 annually for gas and insurance	May 31, 2009	<p>Completed</p> <p>Arrangement with Mecklenburg County to provide transportation for handicapped & disabled consumers.</p> <p>Also, have a company owned min-van to provide transportation as needed for consumers.</p>

8. OVERALL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Conduct an accessibility audit or assessment of Access Family Services facilities on an annual basis by utilizing a standard tool or outside entity.	1. Seek and retain an outside accessibility audit by a community/government organization specializing in accessibility audits or locate standard tool. 2. Utilize the results and integrate into annual the Accessibility Plan.	1. Completed accessibility audit. 2. 2008-2012 Accessibility Plan	1. Sarah Price 2. Quality Management Committee	Little or no cost	1. December 31, 2009. 2. December, 31, 2010 3. December 31, 2011	On-going
2. Ensure crisis on call services are available for Spanish speaking consumers in Asheville NC.	1. Seek and retain a standalone number for Spanish speaking consumers receiving services in our Asheville NC office.	1. Number operational and being answered by a spanish speaking employee or contractor.	1. Rob Nicolai, Asheville Regional Director	1. \$100.00	1. August 30, 2011	1. Completed

Accessibility Plan Status Report Synopsis:

Completed items on the 2008 -2012Accessibility Plan include the following sections (1) architectural, attitudinal, communication, environmental and transportation.

Items marked in YELLOW are in progress or on-going items that need to be continually monitored for effectiveness annually or more often as necessary. For example, consumer demographics may change which would require us to determine if our staffing is reflective of the consumers we serve.