**Accessibility Plan**

The following serves as Equitable Solutions’ Accessibility Plan for the 2024 year. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

Equitable Solutions 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 Equitable Solutions 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 the CEO.

The Accessibility Plan for the Fiscal Year 2024 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 conditions 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**:

Equitable Solutions seeks 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:**

Equitable Solutions seeks 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:**

Equitable Solutions 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.

1. **EMPLOYMENT:**

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

1. **COMMUNICATION:**

Equitable Solutions 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, Equitable Solutions seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

1. **TRANSPORTATION:**

Equitable Solutions 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 Virginia Family Service’s services.

### ACCESSIBILITY PLAN FOR FISCAL YEAR 2024

**Equitable Solutions**

**1. ARCHITECTURAL:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. To replace all ceiling tiles that were damaged from roof leak and condensation.  | 1. To ensure all client spaces are usable and free from any ceiling damage.  | 1. Completion of grant and notification of outcome. 2. Completion of plans.3. Bid and contractor selected. 4. Completion of project | CEO | $4500Operation Budget | July, 2024 | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |

**2. ATTITUDINAL**:

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1.To provide presentations, events, and materials that assist in the removal of attitudinal barriers. | 1. Sponsor a community- wide event that promotes the organization’s mission, community participation, and education about services through promotion of the event and coverage of the event by all the local and regional media outlets.2. Participate in the Department of Mental Health planning meeting to advocate for the needs of persons we serve. | 1. Successful completion of 2nd Annual Equitable Solutions Walkathon for Mental Health.2. Attendance at DMH planning meetings by management of Equitable Solutions.. | 1. CEO
 | $2500 for presenter1. No cost
 | 1. Labor Day, 2024. 2. October 2024. | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |
| 2. To eliminate the use of verbal and written language that denotes negative traits or characteristics of clients or is problem focused. | 1. Conduct a staff/client attitudinal assessment regarding language used within the treatment setting. | 1. Clients and staff will complete and identical assessment regarding perceptions of language used within service provision. The areas that indicate the highest degree of difference in perception will be forwarded to the management team for further discussion to develop methods to decrease the difference in perceptions. | 1. Leadership Team | 1. Staff time completing the assessment and analysis. | 1. August, 2024 | Target date not reached. |

**3. ENVIRONMENTAL:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. To increase the evidence of decorations throughout Equitable Solutions facilities that reflect the cultural customs and diversity of persons served.
 | Placement of art throughout the facility that reflects the diversity of our consumer population, including GBLTQ, Latin X, African American and Native American cultural representations. | All facilities will reflect a variety of cultural influences through placement of art in all areas of the facility. | Cultural Diversity Committee | $2500 | July, 2024 | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |

**4. EMPLOYMENT:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. To reduce barriers for attracting qualified employees by developing expanded benefits. | 1. Obtain malpractice liability insurance for all employees. 2 Seek board participation in raising funds to expand benefits for employees, specifically life and medical insurance benefits. | 1 All employees will be covered with malpractice insurance.2 Management will be actively pursuing funds to implement life and medical insurance plans for all employees and show evidence of increased benefits within six months. | 1. Human Resource Director  | $10,000 per year; Board fundraising efforts to defer first year, build into budget after the first year. | December, 2024 | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |
| 2. To hire Peer Recovery Specialist. | 1. To hire a cadre of recovering clients to serve as peer counselors in at least one program | 1. Develop job descriptions for peer counselors2. Develop policies and procedures for hiring peer counselors3. Recruit peer counselors | 1. Human Resources Director2. Clinical Director | Personnel costs already allocated | December 2024 | Target date not reached. |

**5. COMMUNICATION:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. To increase the availability of the information regarding the organization’s services, programs, and outcomes to persons served, employees, and community stakeholders. | 1. Revise the annual management report to include specific information regarding individual program outcomes. 2. Seek an increase in contact and use of local media to communicate specific information regarding Equitable Solutions programs and outcomes. 3. Develop and hold “Town Hall” meetings twice yearly to provide information to persons served, employees, and stakeholders concerning functioning of the organization, and to solicit feedback from all stakeholders. | 1. Completion of a revised annual management report. 2. Assess the number of incidents of media coverage of the organization in the past year and double in the next year.3. Hold two “Town Hall” meetings by December, 2024. | 1. Leadership Team
2. CEO
 | 1. No negligible increase in costs outside operating budget. | April, 2024 | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |

**6. TRANSPORTATION:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. Provide transportation options for clients to be able to come to the center.  | To find reasonable transportation options for clients to make appointments and sessions at the center.. | Receipts of bus vouchers and/or Uber receipts.  | CEO | Cost vary based onb means of transportation. Estimated cost per year is $12,000 | December, 2024 | Target date not reached. |
| --- | --- | --- | --- | --- | --- | --- |

**7. OVERALL:**

 Goal Objectives Measure Responsible Cost/Source Target Date Status

| 1. Conduct an accessibility audit or assessment of Equitable Solutions’s facilities on an annual basis by an outside authority. | 1. Seek and retain an outside accessibility audit by a community/government organization specializing in accessibility audits. 2. Utilize the results and integrate into the Accessibility Plan. | 1. Completed accessibility audit.2. 2024 Accessibility Plan | Leadership Team  | Little or no cost. | 1. July 1, 2024. 2. December, 2024. | Target date not reached. |
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# ACCESSIBILITY PLAN

## **Architectural Barriers**

Goal: To help identify and minimize any architectural/physical barriers to the site(s).

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IDENTIFIED BARRIERS (Architectural)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Roof leaks caused damages ceiling tiles. | Repair roof leak and replace tiles. | High | $4500 | Operating Budget | December 2023 | CEO |  | In Progress |

### Attitudinal Barriers

Goal: To reduce the stigma associated with mental illness, mental retardation, and substance abuse and promote the inclusion of consumers of services within the community.

IDENTIFIED BARRIERS (Attitudinal)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Client Bias towards mental health and/or substance abuse treatment | Mental Health Workshops on the stigna of treatment and the benefits of treatment.  | High | $5500 | Operating Budget | Sept. 2024 | CEO |  | In Progress |
| Negative Written & Spoken Language  | Attitidinal Assessments | High | Time |  | Sept.2024 | Leadership Team |  | In Progress |
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#### **Communication Barriers**

Goal: To reduce communication barriers in the provision of services (i.e. language, format, cultural differences, telecommunication).

IDENTIFIED BARRIERS (Communication)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Negative Written & Spoken Language  | Cultural Bias Training  | High | $5000 | Operating Budget | June 2024 | CEO |  | Ongoing  |
| Limited ways to access company information | Town Hall Meetings | High | None | N/A | June 2024 | CEO |  | Ongoing  |
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###### Employment Barriers

Goal: To reduce barriers to employment to maintain a diverse workforce sensitive to the unique needs of clients and representative of the community.

IDENTIFIED BARRIERS (Employment)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Limited qualified employees available | Expand Benefits for employees | High | $10,000 | Operating Budget | Dec. 2024 | CEO |  | Ongoing |
| Need peer recovery spec ialist staff to support clients | Hire 5 new Peer Recovery Specialist | High | $150,000 | Staffing Budget | Dec. 2024 | CEO |  | Ongoing |
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##### Environmental Barriers

Goal: To reduce environmental barriers (anything about the setting that impedes service delivery)

IDENTIFIED BARRIERS (Environmental)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| None Identified | N/A |  |  |  |  |  |  |  |
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### Financial Barriers

Goal: To reduce financial barriers for receiving services

IDENTIFIED BARRIERS (Financial)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Many clients are unemployed and lack the resources to meet their daily living expenses  | Support clients with job readiness trainings, resume writing, interview skill building.  | High | N/A |  | June 2024 | CEO |  | Ongoing |
| Clients don’t have a valid ID card  | Support clients with payment to gain ID Card.  | High | $1000 | Operating Budget | June 2024 | CEO |  | Ongoing |
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#### **Transportation Barriers**

Goal: Transportation barriers include inability to reach service locations or inability to fully participate in programming. Transportation systems should fully accommodate any community member seeking to access services.

IDENTIFIED BARRIERS (Transportation)

| Barrier | Solution | Priority | Cost | Funding  | Due Date | Responsible Staff | Program | Status |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Clients have limite transportation resources | Provide bus vouchers and or pay for client transportation through Uber car service. | High | $4000 | Operating Budget | June 20204 | CEO |  | Ongoing |
|  |  |  |  |  |  |  |  |  |