



Accessibility Plan  
2019-2022

Community Care Solutions, Inc. under the direction of Executive Director Anice Butler, LCSW-BACS prepared the 2019 Plan. This document was presented and approved by the CCS Leadership on January 2, 2019, and the CCS Performance Improvement Committee on January 2, 2019. The CCS Client Rights Committee reviewed and approved January 2, 2019. The plan is reviewed at least annually and is updated as needed.

### Identification of Barriers

1. Issues pertaining to accessibility will be discussed at the Safety Committee quarterly meetings, when pertinent.
2. Accessibility plan will be reviewed on a yearly basis, by the management team.
3. CCS provides reasonable accommodations to ensure individuals who meet our eligibility requirements can access our services.
4. CCS provides reasonable accommodations to employees as needed and appropriate reduced schedules, unpaid leaves, and/or reassignments.

**ARCHITECTURAL**

Architectural or physical barriers within a building that prevents access for an individual.

Examples: Narrow doorways, absence of braille signs for individuals who are blind, light alarms for individuals who are deaf, access to a building for someone who is bound in a wheelchair, etc.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVAL OF IDENTIFIED BARRIERS
Accessible ramps need to be installed at the following residential locations: <ul style="list-style-type: none"> <li>• New Orleans</li> <li>• Mandeville</li> </ul>	Programs supervisors will work with property manager/owner for and funding of installing accessible ramps.	<b>12/31/2022</b>	The agency’s current clients do not require wheelchair accessibility/wheelchair ramps.
There is an absence of braille signs for individuals who are blind.	Onsite inspection will be completed by supervisors. Action plan will be completed for the absence of braille signs at each location.	12/31/2022	Program Supervisor identified no current clients that are blind or vision impaired and she determined no need for braille signs around the agency locations.

Areas needing improvement: None.

**ENVIRONMENT**

Any location that compromises, hinders, or impedes service delivery and the benefits to be gained.

Example: Noise level, lack of furnishings and décor that impact comfort level for a resident, fluorescent lighting that may cause seizures, fragrances in a workplace setting causing allergic reactions, etc.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVAL OF IDENTIFIED BARRIERS
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Staff respecting privacy for persons served by knocking on their office doors before entering the room during client services.	The organization will remind staff at every staff meeting to ensure dignity and respect of persons served.	12/31/2022	<p>Program Supervisors were asked to include on their agenda at every staff meeting a reminder to ensure the dignity and respect of persons served.</p> <p>Each will post a reminder that, before entering an office when a person served is present, employees and/or volunteers will knock.</p>
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Areas needing improvement: None.

**ATTITUDINAL**

Preconceived opinions that its personnel and other stakeholders may have of persons with a mental health and/or substance abuse diagnosis.

Example: Terminology and language uses in its literature, how persons with h a mental health and/or substance abuse diagnosis are viewed and treated by the organization, whether a person served is solicited and used.

<b>BARRIER</b>	<b>ACTION PLAN</b>	<b>TIMELINE</b>	<b>PROGRESS MADE IN THE REMOVAL OF IDNETIFIED BARRIERS</b>
Some community members continue to not recognize persons with a mental health and/or substance abuse diagnosis as a contributing member of the community.	Participate in community activities, to promote CCS and individuals with with a mental health and/or substance abuse diagnosis.	12/31/2022	<p>Persons served participated in the following community activities:</p> <ul style="list-style-type: none"> <li>• HANO Back to School Drive</li> <li>• OPSO Easter Egg Hunt</li> <li>• In 2019-2021 Facebook was used to share aspects of the lives of people we serve.</li> <li>• The CCSGNO.org website shares general information about individuals served and program services.</li> </ul>

Areas needing improvement: None.

**FINANCIAL**

Financial barriers include insufficient funding for services/supports and the raising of money for the support of a service or a person served Example: Budgets and how they affect the services within the home, wages for employees.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVSAL OF IDNETIFIED BARRIERS
Wages for employees are not competitive. CCS currently is the median paying provider in the Greater New Orleans area.	Raise wages to the same level as other organizations to attract and retain competent staff.	12/31/2022	Wage scale for direct care and community based and residential employees reviewed and increased effective October 1, 2021.  Salary Scale for division director positions was reviewed, increased, and approved by the Board June 2021.
Required training needs to be completed and updated as required by funding source for compliance with licensing and state contracts.	Program Supervisors will assure all employees will complete and keep their required trainings updated and uploaded on the Sharenote HER program.	12/31/2022	The Sharenote system alerts staff via email of expiring trainings and certifications.  Quarterly reports are generated by HR to Program Supervisors regarding outstanding staff training.
Wages for employees.	To increase employee wages to attract and maintain quality/experienced employees and to keep current employees from having to work 2 <sup>nd</sup> jobs so that their focus and energy levels are at their best while working with individuals we serve.	12/31/2022	The organization encourages all employees to be active advocates for higher direct care wages in Baton Rouge, LA where the legislative body resides.  During COVID-19 and Hurricane Ida event the organization provided a front-line bonus and passed through a state wage increase.

Areas needing improvement: None.

**COMMUNICATION**

Communication barriers include the absence of a teletype machine (TTY) or the absence of materials in a language or format that is understood by the persons served.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVSAL OF IDNETIFIED BARRIERS
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Employee's need to be receive information regarding organizational policies, procedures, committees, events, trainings, and any other information that is necessary for them to provide quality service to persons served.	Program Supervisors are to hold monthly staff meetings, at which time they will share information which will engage them, educate them, empower them and even inspire them.	12/31/2022 (Monthly Staff Meetings)	Staff meetings are held monthly.  During COVID-19, staff meetings had to be moved to Zoom and mini-shift meetings.
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Areas needing improvement: None.

### TECHNOLOGY

Determine technology deficits that prevent access for persons served.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVSAL OF IDNETIFIED BARRIERS
Effective up to date methods to meet the needs of clients served, stakeholders, and employees	<p>Maintain updated agency website, employee company emails, and ways for clients to access technology.</p> <p>Identify and improve ways to eliminate technology-based barriers for clients and staff.</p> <p>As employment becomes available at CCS, job postings and job descriptions are posted on the agency's web site.</p> <p>Offers clients the opportunity to access a computer with internet access via their case manager, if necessary.</p>	12/31/2022	This has been achieved and is reviewed monthly for quality control.

Areas needing improvement: None.

### TRANSPORTATION

Determine transportation deficits that prevent access for persons served.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVSAL OF IDNETIFIED BARRIERS
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Lack of transportation to meet the needs of all individuals served.	Identify potential community resources clients can use to access services.  Training staff on how to teach client access services.	12/31/2022	This has been achieved and is reviewed monthly for quality control and employee training.
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Areas needing improvement: None.

### COMMUNITY INTEGRATION

Barriers to community integration include any barrier that would keep the persons served from returning to full participation in their community of choice.

BARRIER	ACTION PLAN	TIMELINE	PROGRESS MADE IN THE REMOVAL OF IDENTIFIED BARRIERS
Offer support and services with the intent to help individuals with serious mental illness substance abuse disorders achieve their goals of community inclusion and participation, independence, and productivity.	Provide access to services such as housing, employment, etc. for clients and train staff on community linkage and available community resources.	12/31/2022	This has been achieved and is reviewed ongoing based staff training needs.

Areas needing improvement: None.

Updates/Reviews: 1/2/2020,1/2/2021,1/2/2022,1/2/2023