



MECKLENBURG COUNTY

Community Support Services

2017-18 CSS Accessibility Plan Assessment

This document was reviewed and approved by the CSS Performance Improvement Council 7/27/17, the Safety Committee 8/22/17, and will be reviewed at Client Rights Meeting in October 2017.

The following serves as the Mecklenburg County Community Support Services (CSS) Assessment of the Accessibility Plan for fiscal year 2017-18. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

CSS is committed to providing an organizational setting that seeks to accommodate the needs of all clients, 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 is developed in response to CSS's internal evaluation of barriers through the use of facility inspections, assessments of need, and feedback from clients, employees, and other stakeholders.

The Elements of the Accessibility Plan are as follows:

1. ARCHITECTURAL:

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and client feedback. Mecklenburg County Asset and Facilities Management and the 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. ENVIRONMENTAL:

The CSS believes that the environment in which services are CSS reflect the culture and cultural customs of the clients, and in addition are conducive to providing a comfortable and confidential setting for clients and employees to achieve their highest potential.

3. ATTITUDINAL:

The organization seeks to reduce the stigma associated with persons who have mental illness, intellectual developmental disabilities, and substance use problems, and to promote their inclusion within the community.

4. FINANCIAL:

CSS, within in the structure of Mecklenburg County, seeks to support appropriate programming to provide support and resources to those clients most in need.

5. EMPLOYMENT:

The CSS Department strives to maintain a diverse workforce sensitive to the unique needs of clients and representative of the community it serves. In addition, CSS strives to hire and maintain the highest of quality of employees available in the labor market.

6. COMMUNICATION:

CSS seeks to provide open channels of communication that allow clients, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. The Mecklenburg County Key Performance Indicators is used by CSS to provide information regarding CSS to the Mecklenburg County Board of County Commissioners. In addition, CSS seeks to facilitate communication among clients and employees, providing a basis for personal and professional growth, and well-being.

7. TECHNOLOGY

CSS seeks to utilize technology to gain efficiency, communicate information, and market the Department's services to staff, clients and other stakeholders. The annual Technology and Systems Plan and assessment of the plan detail goals and progress made toward them.

8. TRANSPORTATION:

CSS seeks to ensure that clients 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.

9. OTHER AREAS:

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

PLAN REVIEWS:

The Community Support Services Department leadership including the Substance Use Manager, Quality Improvement Coordinator and Assets and Facilities Management assigned to the CSS Department develops and updates the Accessibility Plan at least annually. It is reviewed and approved by the Safety Committee and the Performance Improvement Council, and is made available to clients, employees, and stakeholders on the CSS internet and intranet.

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1. ARCHITECTURAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Develop architectural plan to relocate CSS staff from Hal Marshall and Watkins Center to Freedom Drive	CSS Administrative staff will be centrally located in one facility	Architectural Plan developed and approved	County Asset and Facility Management, CSS and County leadership	TBD	Spring 2018

2. ENVIRONMENTAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Mecklenburg County Land Use and Environmental Services Agency (LUESA) Goals Per Strategic Business Plan, work green initiatives are identified	Adhere to environmentally preferable purchasing (EPP) guidelines. Educate staff regarding work green initiatives	Dollars spent on recycled paper/ Dollars spent on environmentally preferable office supplies, Dollars spent on remanufactured printer cartridges	Helen Lipman	TBD	6/30/18
Mecklenburg County Environmental goal to improve air quality	County proposed incentive to use tax free dollars for the transit systems	TBD	TBD	TBD	TBD

3. ATTITUDINAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Involve clients in accessibility planning	Include annual review of the CSS accessibility plan on the CSS Client Rights Committee (CRC) agenda	CSS Client Rights minutes indicate the members reviewed the accessibility plan	Yvonne Ward	\$50 CSS Admin Budget	October 2018

4. FINANCIAL:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Medicaid Billing	Set up and maintain contract, credentialed staff and access to systems	Billing occurs timely and completely- Medicaid or IPRS funding per successful event	Christopher Stowe and Christine Payseur	Utilize existing Health Dept. staff for this function	June 1, 2017

5. EMPLOYMENT:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Employ the best staff	Locate qualified people, have the ability to afford them, maintain staffing that is representative of the persons served	On average during the year have 90% of positions filled	Stacy Lowry	TBD	Average 90% of positions filled during FY18
Employee Longevity Recognition Event	Improve staff morale	Present years of services pins at CSS quarterly meetings	Stacy Lowry	TBD	6/30/17 met, ongoing

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6. COMMUNICATION:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Give clients access to the CSS's county Key Performance Indicator Data (KPI)	Publish KPI outcomes for Substance Use Services in the CSS Client newsletter when it is published	KPI report in the newsletter and on the CSS External Website		\$200 CSS Admin Budget	Fall 2018
Give clients access to CSS news updates, including surveys	Publish Client newsletter twice a year, Spring and Fall on the CSS internet and intranet	Publish twice a year	Ginger Little		Fall 2017 Spring 2018

7. TECHNOLOGY:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Replace CSS staff PC's that are over 3 years old	Acquire and install faster and more reliable machines	TBD	IST staff	TBD County Funds	6/30/17
Obtain information regarding latest technological advances related to accessibility	CSS Webmaster to attend training	Completion of training of CSS Webmaster	Laura Brown	TBD	10/30/16 Met

8. TRANSPORTATION:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date
Monitor GPS in County Vehicles	Safety, locate vehicles easily, track usage	Safety and Compliance monitoring	Savanah Warren	Unknown	June 30, 2016 This will continue

9. OTHER AREAS:

Goal	Objectives	Measure	Responsible	Cost/Source	Target/Status Date

Status updated June 13, 2017 with Karen Pelletier

Mecklenburg County is working on Standard Operating Procedures for ADA. Each department will be required to have their own SOP's.