

Recovery Technology

Annual Accessibility Report

2014

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This report provides information about the results of the Accessibility Plan and monitoring program and all accessibility barriers identified during 2014. The philosophy of Recovery Technology is that all people should have access to services, programs and activities in which they have an interest. Consistent with that philosophy, Recovery Technology's Leadership Team adopts an Accessibility Plan annually. This plan is reviewed and modified as appropriate. For the purpose of the accessibility program, a barrier to accessibility can be described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including an architectural, physical/environmental, attitudinal, financial, employment, communication, technology, transportation, and community integration. The goal of the Accessibility Plan is to describe actions that Recovery Technology will take to identify, remove and prevent barriers to all people (especially those with disabilities) accessing Recovery Technology's facility and services. These actions are taken to benefit staff, clients, families, visitors and volunteers of the organization.

Architecture/Physical/Environmental Access Barriers:

Recovery Technology is fortunate to be located in a barrier-free building that has easy access for clients, staff and visitors. There was no architecture, physical or environmental access barriers reported this year.

Progress made in the removal of identified barriers: N/A

Areas for Improvement: None identified

Attitudinal Access Barriers:

Recovery Technology provides Cultural Diversity Training upon hire and annually thereafter, and is committed to increasing staff knowledge of other cultures and lifestyles in order to provide quality services to all groups. Recovery Technology provided quality training to all staff throughout this fiscal year. No attitudinal barriers were reported this year.

Progress made in the Removal of Identified Barriers: N/A

Areas for Improvement: None identified

Financial Access Barriers:

There continues to be a "gap" with clients who do not have insurance or have limited coverage in Mental Health benefits. Recovery Technology will refer to community resources when possible, but remains committed to maintaining Interns through area universities. The clients benefit by having their mental health needs met in an affordable way (free of charge), and the interns benefit by obtaining their needed hours, experience and supervision to complete their

education. Recovery Technology tries to take at least 2 graduate students and 2 undergrad students each semester.

Progress made in the removal of identified barriers: Recovery Technology utilized 3 Master's level interns and 2 bachelor level interns during 2014. The Master Level interns were able to work with 32 clients who did not meet criteria for CMH services but had no insurance or were unable to afford co-pays. The bachelor level interns are not able to have a caseload, but are able to help out many clients who would not be eligible for services on an "as needed" or PRN basis. Recovery Technology also continues to utilize a "pro-bono" policy in which staff is able to see a limited number of consumers free of charge who meet the same criteria as above. Recovery Technology was able to serve 7 case management consumers and 2 ACT consumers in this manner.

Areas for Improvement: (1) Take on more interns if possible. Space and availability of site supervisors is a barrier in this area. (2) Continue to develop relationships with community resources to better assist consumers.

Employment Access Barriers:

There continues to be barriers to employment for clients as well as mental health workers, including staff and other stakeholders due in large part to the economy. Recovery Technology addresses employment barriers for clients by utilizing community resources that assist with employment, such as MRS, Work Services and the Evidence Based Supported Employment program. Recovery Technology staff are also trained to assist consumers independently if they do not happen to qualify for any of these programs. Recovery Technology addresses this barrier with staff by remaining committed to a "no lay-off" policy if at all possible. Recovery Technology also balances this with a "no waiting list" policy. If referrals are coming in at a rate too rapid for existing staff to keep up with, Recovery Technology will make every effort to hire new staff to meet the growing need.

Progress made in the removal of identified barriers: Recovery Technology has not laid off any staff this year, and has not had to operate with a waiting list for any service.

Areas for improvement: None identified

Communication Access Barriers:

No barriers reported or identified this year.

Progress made in the removal of identified barriers: N/A

Areas for Improvement: None identified

Technology Access Barriers:

Recovery Technology has identified that technology barriers have become prominent due to changing laws in health care. We recognize that improving technology will improve our ability to remain competitive, provide quality services to our clients, efficiencies with our staff and improve how our organization is run.

Progress made in the removal of identified barriers: In addition to our contractual IT support person, Recovery Technology has hired a full-time IT support person to help implement an EMR for psychiatric and outpatient services, to be on site for any potential problems, to promote e-prescribing and other health care requirements and to overall fill the need in technology that leadership is no longer able to support independently.

Areas for Improvement: Recovery Technology needs to continue to grow and expand in this area.

Transportation Access Barriers:

No barriers reported or identified this year. Recovery Technology continues to provide bus passes and discount bus fare cards, as well as assisting our clients to utilize natural supports. Staff also assists when needed to provide transportation to our clients.

Progress made in the removal of identified barriers: N/A

Areas for Improvement: None Identified

Community Integration Barriers: Many barriers exist for different reasons for clients, staff and other stakeholders from becoming fully integrated into the community. Recovery Technology has made many active steps to help staff, clients and stakeholders achieve this.

Progress made for removal of identified barriers:

- RT sponsored outings to area baseball games, zoos and museums for client and staff
- RT held several picnics in a local park for staff and clients
- RT holds staff parties periodically for different occasions and annually at Christmas for staff
- RT sponsors an annual Christmas party for clients in which the staff serve the clients
- RT makes all attempts to participate in anti-stigma campaigns throughout the community and state and assists in educating the community in regards to mental illness and developmental disabilities. Please see Quality Management/Performance Improvement Outcome Report, Attachment D for a complete list of Recovery Technology's Community Outreach efforts.