Recovery Technology Annual Accessibility Report 2020

This report provides information about the results of the Accessibility Plan and monitoring program and all accessibility barriers identified during 2020. 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 of people. Recovery Technology provided quality training to all staff throughout this fiscal year. In addition, as the Black Lives Matter campaign began to grow national attention during 2020, staff created a reading list and support group to discuss overt and covert racism and tried to raise awareness regarding racism in our country. 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 refers 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.

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Progress made in the removal of identified barriers: Recovery Technology utilized 5 Master's level interns and 1 bachelor level intern during 2020. The Master Level interns were able to work with 8 clients who did not meet criteria for CMH services or had no insurance and were unable to pay the cash rate. After the lockdown orders were in place due to the pandemic, Recovery Technology made the decision to continue utilizing interns, especially with the availability of telehealth. The company took the attitude of learning how to do business despite the pandemic. The bachelor level intern was not able to have a caseload but was able to help many clients who would not be eligible for services on an "as needed" basis and to shadow staff to gain experience. He was required to cut his internship off early due to his university's decision to only have virtual classes shortly after the pandemic began. Recovery Technology also had a Doctorate Level Nurse Practitioner intern throughout much of 2020. Recovery Technology also continues to utilize a "pro-bono" policy in which staff can see a limited number of clients free of charge who meet the same criteria as above.

Areas for Improvement: (1) Take on more interns if possible. (2) Continue to develop relationships with community resources to better assist clients.

Employment Access Barriers:

There continues to be barriers to employment for clients. Recovery Technology addresses employment barriers for clients by utilizing community resources that assist with employment, such as Michigan Rehabilitation Services, Michigan Works, Work Services and the Evidence Based Supported Employment programs. During 2020 Recovery Technology partnered with LifeWays and Hope Network Supported Employment program to improve services in this area. Recovery Technology staff are also trained to assist clients independently if they do not happen to qualify for any of these programs.

Recovery Technology addresses employment barriers with staff by remaining committed to a "no lay-off" policy if 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. Another advantage of working with area universities and taking on interns is that it provides Recovery Technology with a pool of potential employees. Many interns express interest in staying on as employees following their internship. Recovery Technology has obtained many of its staff through the internship program and has hired two interns who completed their training and received their Masters in Social Work in December of 2020.

Progress made in the removal of identified barriers: Recovery Technology did not lay off any staff this year despite the Covid-19 Pandemic. Recovery Technology was able to obtain a PPP Loan to assist with this. In addition, Recovery Technology's referrals continued at a greater than usual level requiring the hiring of additional staff to meet the need. Recovery Technology had stable staffing levels throughout the year. See the 2020 Staffing Report for details. Recovery Technology has had a minimal or no wait list this year.

Areas for improvement: Continue to strive for improved employment opportunities for clients and minimize/eliminate layoff of Recovery Technology staff while maintaining adequate staffing levels.

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: Recovery Technology has a full-time IT support person on site. This has enabled Recovery Technology to use e—prescribing and maintain the Meaningful Use and MIPS Programs. Recovery Technology has made good progress this year in improving technology and using that technology to become more efficient. Recovery Technology was prepared for the lockdown that occurred due to the pandemic and was able to immediately assist the staff in being able to work remotely. Staff were able to see clients via Secure Video and other technology and continued to participate in meetings and other training events.

Areas for Improvement: Recovery Technology needs to continue to grow and maintain improvement practices in this area. Recovery Technology can further assist clients in adapting to receiving services remotely and telehealth services can help with clients who struggle with transportation (see below)

Transportation Access Barriers:

As the bed bug epidemic continues in Jackson, staff are reluctant to transport clients who have bedbugs in their personal vehicles. Recovery Technology staff have worked extensively with clients and landlords to help eradicate bed begs in our client's homes so that the clients are able to participate in treatment and other activities in the community. This epidemic remains a problem, but Recovery Technology is doing everything possible to keep our clients and staff protected from this. Recovery Technology continues to purchase and provide bus passes and discount fare cards, as well as assisting our clients in utilizing natural supports for transportation needs. Staff also assists when needed to provide transportation to our clients.

In addition, the Covid-19 pandemic affected transportation initially. However, staff quickly adapted to the use of Personal Protective Equipment such as masks and gloves. Recovery Technology also purchased disinfectant spray that could be used in staff vehicles. Staff were instructed to drive with an open window and have their client ride in the backseat if possible. Recovery Technology also began implementing Telehealth to cut down on the need for transportation. Community services such as case management and Assertive Community Treatment could utilize telehealth to help their clients keep other medical appointments as well.

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Progress made in the removal of identified barriers: Recovery Technology continues to work toward elimination of barriers in this area. We will continue to expand telehealth services as a solution to transportation.

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 taken many steps to help staff, clients and stakeholders achieve full integration into the community. Recovery Technology has made several community outreach attempts with partners to help promote integration of our clients in to the community. However, this has been a difficult year for integration due to the lockdown orders that have been implemented throughout much of 2020.

Progress made for removal of identified barriers:

-Recovery Technology continues to sponsor a Bipolar/Depression support group which was able to meet remotely this year.

Areas for improvement: Recovery Technology will continue to work diligently to remove barriers and assist in community integration for our clients, staff, and other stakeholders. As the pandemic situation improves, Recovery Technology will be able to return fully to sponsoring its annual events and assisting in community integration for clients.