

## **Recovery Technology Accessibility Report 2023**

This report provides information about the results of the Accessibility Plan and monitoring program and all accessibility barriers identified during 2023. 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 and staff adopt an Accessibility Plan annually. This plan is reviewed and modified by the Performance Improvement Team during the monthly meetings. 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 their 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 were no architectural, 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 to provide quality services to all groups of people. Recovery Technology provided quality training to all staff throughout this fiscal year. In addition, no recipient rights issues related to attitudinal barriers were identified. 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. In addition, many people in the state will be losing their Medicaid coverage due to cuts. 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 is trying to expand its intern program as part of its Strategic Plan.

**Progress made in the removal of identified barriers:** Recovery Technology utilized 4 Master's level interns and 4 Bachelor level interns during 2023. The Master Level interns were able to work with 17 clients who had no insurance and were unable to pay the cash rate or copays. Recovery Technology 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 needing services.

### **Employment Access Barriers:**

Recovery Technology addresses employment barriers for clients by utilizing community resources that assist with employment, such as Michigan Rehabilitation Services, Michigan Works, and the Evidence-Based Supported Employment programs through CMH. Recovery Technology staff are trained to assist clients independently if they do not 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 will continue to participate in this venture.

**Progress made in the removal of identified barriers:** Recovery Technology did not lay off any staff in 2023. Recovery Technology's referrals continued to be at a high level which requires the hiring of additional staff to meet the ongoing need. Recovery Technology had stable staffing levels throughout 2023 but continued to struggle with finding additional Master's level clinicians. Recovery Technology has not had a waiting list for most services and a short list for Outpatient Therapy.

**Areas for improvement:** Continue to strive for improved employment opportunities for clients and continue to maintain the current staffing level with the addition of Master's level clinicians.

### **Communication Access Barriers:**

No barriers were 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, efficiency 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. Recovery Technology has made good progress this year in improving technology and using that technology to become more efficient. Staff continue to have the option of seeing clients via Secure Video and other technology or face-to-face. Recovery Technology uses a hybrid of technology and face-to-face interventions.

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

### **Transportation Access Barriers:**

Recovery Technology continues to purchase and provide bus passes and discount fare cards, as well as assist our clients in utilizing natural supports for transportation needs. Staff also assist when needed to provide transportation to our clients. Recovery Technology continues to provide mileage reimbursement for our staff who use their vehicles in the provision of services.

Recovery Technology continues to use Telehealth as an option for clients to reduce the need for transportation. Community services such as case management and Assertive Community Treatment utilize telehealth to help their clients keep other medical appointments as well.

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

**Areas for Improvement:** Expanding technology for clients

### **Community Integration Barriers:**

Barriers exist for different reasons for clients, staff, and other stakeholders from becoming fully integrated into the community. Recovery Technology has taken 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 for our clients in the community.

**Progress made for removal of identified barriers:** While progress is being made in removing identified barriers to full community inclusion, deficits persist. We will continue to meet with and integrate our clients fully into the community at every opportunity possible.

**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.