



Accessibility Plan for Fiscal Years 2014 - 2017

**PURPOSE OF PLAN**

To ensure all services provided by Universal Mental Health Services (UMHS) are assessable to all persons. UMHS will ensure that individuals with disabilities have an equal opportunity to benefit from all services offered in accordance with the American With Disabilities Act and any applicable law/regulation. Programs and services shall be optimally accessible to persons served by the removal of barriers to services including:

- |                 |                          |
|-----------------|--------------------------|
| 1. Architecture | 6. Communication         |
| 2. Environment  | 7. Technology            |
| 3. Attitudes    | 8. Transportation        |
| 4. Finances     | 9. Community Integration |
| 5. Employment   | 10. Other                |

Universal promotes accessibility and works to remove barriers. We work hard to enhance the quality of life for persons served, implement nondiscriminatory employment practices, meet legal and regulatory requirements and meet the expectations of stakeholders.

The information herein will identify barriers and delineate the actions to be taken within specified time lines.

This Accessibility Plan is reviewed and approved annually by the Agency Director/CQI Director and reflected in the CQI minutes.

This plan is updated as needed and is communicated by being posted on Sharepoint and www.umhs.net.

**Reasonable Accommodations**

Requests for reasonable accommodations are identified via comment boxes, to supervisors or surveys. If the request is from a person served, the request is reviewed by CQI to determine if the service/equipment can be identified or funded. If the request is from an employee, the request is reviewed by the Quality Management Team and Agency Director to determine reasonable accommodation and to determine if UMHS can meet the request. Decisions are then communicated in a timely manner with the person making the request. Once any request has been reviewed, the issue is documented via a public spreadsheet on a secure network server. Although Universal is not automatically required to meet the request, Universal will demonstrate a referral system that assists the person in the use of other resources that are accessible.



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**ARCHITECTURE** – prevention of access to a building

Architectural barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of architectural needs and related costs.

<b>Goal</b>	<b>Objective</b>	<b>Measure</b>	<b>Responsible</b>	<b>Target Date</b>	<b>Status</b>
1. Complete carpet replacement in selected spaces in the Forest City office	1. Communicate with landlord for repairs.	1. Landlord agreed to replace carpet	FC Safety Representative and Landlord	May, 2014	Accomplished
2. Improve access to each office for persons served with physical disabilities.	1. Replace exit lighting bulbs 2. Install exit signs where necessary 3. Train staff on how to respond if accessibility assistance is needed 4. Provide entrance into New Bern and Wilson offices for people who use a wheelchair	1. Purchase bulbs 2. Internal office inspections	Respective Safety Representatives	1. On-going 2. On-going	On-going
		3. Train staff 4. Train staff in New Bern and Wilson on proper wheelchair access into office	Respective Safety Representatives	3. Quarterly  November, 2015	Accomplished
3. Fire Extinguishers mounted properly in Burlington and New Bern	1. Purchase mounts	1. Install mounts and mount fire extinguishers	Respective Safety Representative	May, 2014	Accomplished
4. AC and Heating Units working properly in Raleigh and Wilson office	1. Communicate with Landlords	1. Landlords agreed to repair	Respective Safety Representative	Raleigh – Jan, 2014 Wilson – May, 2014	Accomplished Accomplished
		1. Install smoke detectors	Respective Safety Representative	May, 2014	Accomplished
5. Install smoke detectors in all offices where Landlord will not: Ash, Burl, NB	1. Purchase smoke detectors	1. Install smoke detectors	Respective Safety Representative	May, 2014	Accomplished
6. Relocate the Morganton office.	1. To reduce the space and cost of facility	1. Moved to 223 Avery Ave, Morganton, NC	Agency Director Regional Director	June, 2016	Accomplished



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### **ENVIRONMENTAL** – location or characteristic of the setting that compromises, hinders, or impedes the service delivery and the benefits gained.

Environmental barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal's leadership conducts planning meetings that routinely include assessment of environmental needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. Increase the evidence of cultural customs of persons served	1. Create newsletters and U and Universal flyers inclusive of cultural diversity awareness 2. Placement of pictures and/or quotes from cultural representations	1. Place quarterly newsletters in lobbies 1a. distribute electronic U and Universal flyers  2. Install pictures and/or quotes	HRCs in each office  Assistant Training Director	1. On-going	On-going
				2. On-going	On-going
2. Increase the comfort level for participants of the PSR program	1. Purchase tables and chairs for PSR	1. Install tables and chairs	Regional Program Mgr	Jan 2014	Accomplished
3. Increase safety for blind PSR participant	1. Obtain safety disaster materials for blind PSR participant	1. Distribute materials and train person served	Safety Chair Regional Program Mgr	March, 2014	Accomplished
4. Increase safety in Wilson office	1. Be aware of surrounds at all times 2. Purchase door bell 3. Buddy system	1. Keep office doors locked  2. Install door bell 3. Enter/ leave with co-workers	All staff	1. On-going	On-going
				2. May, 2014	Accomplished
				3. On-going	On-going
5. Confidential counseling offices	1. Identify more sound proof offices	1. Utilize identified space 2. Use white noise	Clinical Director	1. On-going 2. On-going	On-going
6. New Carpet in select Asheville offices	1. Landlord replace carpet in Clinical Director's office area	1. To be completed by mid-Jan	Landlord	Mid-Jan, 2016	Accomplished



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**ATTITUDE** – how people are viewed by the organization, person served input, location or characteristic of the setting that compromises, hinders, or impedes the service delivery and the benefits gained.

Attitudinal barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of attitudinal needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. Increase community awareness of the organization’s mission, programs and services provided	1. Create company newsletters, inclusive of cultural diversity awareness 2. Placement of mission statements 3. Brain-storming with staff re: opportunities	1. Place quarterly newsletters in lobbies	HRCs in each office Regional Directors	1.On-going	On-going
		2. Install mission statement posters in all locations	Training Director	2.Jan, 2014	Accomplished
		3. Staff meetings		3.On-going	On-going
2. Increase the comfort level for participants of the PSR program	1. Purchase tables/chairs	1. Install tables and chairs	Regional Program Mgr	March, 2014	Accomplished Accomplished
3. Increase safety for blind PSR participant	1. Obtain safety disaster materials for blind PSR participant(s)	1. Distribute materials and train person served	Training Director PSR staff	On-going	On-going
5. Utilize social media to improve communication with staff/community stakeholders	1. Utilize the internet as a social medium marketing tool	1. Utilize the <a href="http://www.umhs.net">www.umhs.net</a> and U and Universal flyers to increase traffic regarding mental health related topics	IT Director Trainers	On-going	On-going
6. Increased use of person-served language	1. Use person first language at all times	1. Initial training begins in Orientation training and is the culture throughout UMHS	Trainers and entire company	On-going	On-going
7. Update website and brochures	1. Revise photos, bios and services 1.Revise as needed	1. Revise upon changes 1. Revise upon changes	IT Director, Admin Assist.	Dec, 2015	Accomplished and On-going
8.Acquire additional suite for IDD Program	1.Move and operate out of new suite	1. Complete functionality of IDD program in new suite	Reg Dir, Program Mgr, Agency Director	April, 2016	Accomplished and On-going
9.Update employee Handbook	1.Revise as needed	1.Revise upon changes	Agency Director, Admin Assist.	August, 2016	Accomplished and On-going



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**FINANCES** – constraints that restrict or eliminate persons served access to services

Financial barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of financial needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. Diversify options by adding additional services for persons served needing but not receiving essential services	1. Explore starting Residential Services 2. Hire staff 3. Open home	1. Functional staff working out of Arbor House	Regional Dir, Prog Mgr	May, 2014	Accomplished
2. Expand services by providing Day Treatment Programs	1. Explore starting program in Winston and Morganton	1. Start Day program in Winston	Regional Dir, Prog Mgr	June, 2014	Accomplished (Have not opened Morganton)
3. Persons served will be knowledgeable of the services we provide and the insurance UMHS accepts	1. Educate/communicate at each visit	1. Persons served will use appropriate insurance	Medical Operations Mgr. Support Staff	On-going	On-going
4. Be proactive to prevent rate cuts	1. Limit future rate cuts	1. Future service rates	Agency Director	On-going	On-going (Lost CST as of Nov., 2015)
5. Increase billing effectiveness	1. Collect a higher % of billed services	1. % of payables collected	Controller	On-going	On-going
6. Expand services by adding Residential and AFL services	1. Open Residential services in Raleigh	1. Functional staff working at Rebecca’s Home 2. Functional staff at Strickland Home	Regional Dir, Prog Mgr	May, 2014	Accomplished
			Regional Dir, Prog Mgr	July, 2015	Accomplished
7. Expand services by adding Vocational Rehabilitation Services	1. Begin VR services in Asheville 2. Begin services in Forest City	1. Start billing for services 2. Start billing for services	Regional Dir, Prog Mgr	Jan 2015	Accomplished
			Regional Dir, Prog Mgr	August, 2016	Accomplished
8. Expand services by adding Peer Support Services	1. Begin services in Asheville	1. Start billing for services	Regional Dir, Prog Mgr	May, 2016	Accomplished



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**COMMUNICATION** – absence of a telecommunication device for the deaf (TDD) and the absence of material in a language or format that is understood by specific types of disabilities.

Communication barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of communication needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. To increase the availability of information regarding Universal’s services, programs and outcomes to persons served, employees and community stakeholders.	1. Create quarterly company newsletters 2. Seek and increase in contact and local media to re: information regarding programs 3. Utilize company website for training purposes	1. Copies of newsletters emailed to all staff and hard copies placed in lobbies of offices for those who do not have access to electronic devices	Training Director Support Staff IT Director	Quarterly	On-going
2. To increase the availability of communication through technology	1. Utilize software- (Anymeeting.com)	1. Use advertisements 2. Create/distribute flyers for distribution of Brain Wave Balance (Neuro-feedback)	Agency Director Ex. Administrator Therapist	March, 2014	Accomplished
3. To further communication from Agency Director to office personnel	1. Face-to-face meetings	1. Utilize Anymeeting.com to facilitate video webinars	IT Director Training Director	On-going	On-going
4. To update the leadership team regarding operational issues	1. Implementation of Utilization Meetings	1. Update and maintain web-site	Agency Director Regional Directors	On-going	On-going
5. To increase availability of resources for deaf and non-English language materials	1. Access TDD services 2. Access documentation for non-English speaking persons through FLUENT	1. Train staff on use 2. Utilize TDD when necessary 3. Utilize FLUENT services	IT Director Agency Director Regional Directors	On-going	On-going
6. Create monthly flyer	1. Distribute U and Universal via email to all staff	1. Start May, 2015	Assistant Training Director	Monthly starting May, 2015	Accomplished



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**EMPLOYMENT** – anything that limits, prevents, obstructs progress of or access to employment.

Employment barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of employment needs and related costs.

<b>Goal</b>	<b>Objective</b>	<b>Measure</b>	<b>Responsible</b>	<b>Target Date</b>	<b>Status</b>
1. To explore training opportunities that enhance work performance	1. Provide optional training opportunities	1. Train employees after school hours and weekends	Training Director Regional Trainers	On-going	On-going
2. To lessen perceived restriction on employment	1. Create “brag book” per office	1. Placed in office lobbies 2. Celebrate diversity via newsletter	Support staff	On-going	On-going
3. Achieve diversification of employees	1. Staffed based on person served needs	1. Satisfaction surveys	CQI	On-going	On-going

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**TECHNOLOGY** – the absence of technological devices that impede a person’s ability to perform their job effectively.

Technological barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of technological needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. To enhance user experience with current tools available	1. Further IT training	1. Train staff on IT protocols/resources in supervisory meetings	IT Director and Supervisors	On-going	On-going
2.To explore increased remote IT productivity	1.Provide end-users with tools to complete their work	1.Review user tools to ensure that work can be completed from any location	IT Director	On-going	On-going
3.Upgrade/enhance current systems to stay current	1.Provide end-users with secure, reliable hardware and software to be able to complete their jobs	1.Review IT plan to identify weaknesses	IT Director	On-going	On-going
4.Monitor network and accessibility to ensure employees have access PRN	1. Provide end-users with high-availability IT services	1.Review current infrastructure to identify and correct accessibility issues	IT Director	On-going	On-going
5.To enable staff computer use for documentation purposes	1.Provide computer access per office	1.Train staff on computer use	IT Director, QPs and Regional Trainers	On-going	On-going
6.Make computer usage more efficient	1. Identify and correct problems	1.Train staff to report computer problems using Trackit system	IT Director	On-going	On-going
	2.Replace old equipment	2. Update Virtual Servers to Windows server 2012 and upgrade to Office 2013 on terminal servers. Purchase and install Hyper –V host server, change virus protection to cloud based services	IT Director	Dec, 2015	Accomplished and On-going
7.Upgrades as needed	1.Upgrade PCs	1. Replace and update PCs PRN.	IT Director	Jan, 2016	Accomplished and On-going
	2.Upgrade Virus protection				
8. Increase personnel, physical, data, and technology security – NEW GOAL 2016	1. Complete Annual Security Risk Assessment	1. Use tools, consultants or resources available to evaluate the security of the agency	Agency Director, IT Director, CQI Director, Safety Director	Annually in August	Accomplished and On-going





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**TRANSPORTATION** – the absence of personal transportation options or options that may not accommodate one’s disability to access services

Transportation barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of transportation needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. Ensure employees have means to travel to employment	1. Discern employees who require a stipend for vehicle gas	1. Stipend request made available	Regional Directors Qualified Professionals Support Staff	On-going	On-going
2. Available transportation for PSR program	1. Provide vehicle for PSR program	1. Maintain working vehicle 2. Provide driver for participants' attendance/participation	Regional Program Mgr Accounting Department	March, 2011	Accomplished and On-going Maintenance
3. Available transportation for Day Program	1. Provide vehicle for Day Program in Burlington	1. Maintain working vehicle 2. Provide driver for participants' attendance/participation	Regional Program Mgr Accounting Department	December, 2015	Accomplished and On-going Maintenance



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**COMMUNITY INTEGRATION** – any barrier that may include a person being unable to reach service locations at all or to participate in the full range of services or activities

Community integration barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of community integration needs and related costs.

Goal	Objective	Measure	Responsible	Target Date	Status
1. Identify barriers that prohibit persons served from being fully integrated	1. Take action to reduce the barriers	1. Goals within respective Person Centered Plans	1. QPs	On-going	On-going
2. Identify persons served within their communities	1.Demonstrate inclusion by persons served frequenting places like Wal-Mart, local parks	1. Capture evidence by noting inclusion in The Insider, newsletter	1. QPs and Training Director	On-Going	On-Going
3.PSR involvement in Asheville community	1.Demonstrate inclusion in community activities	1.Volunteer at Manna Food Bank 2.Visit nature Center 3.Visit Cherokee 4.Comparison shop at Wal-Mart vs Goodwill 5.Exercise at Rec Centers	1.PSR Manager 2.PSR Staff	Monthly involvement	Accomplished and On-Going
4. Peer Support involvement within the community	1.Demonstrate inclusion in community activities	1.Same as above	Certified Peer Support Specialists	April 2016	Accomplished and On-Going



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**OTHER AREAS** – activities and procedures that enhance accessibility

Other barriers have been identified through internal and external inspections, assessment of need, and employee, stakeholder and consumer feedback. The Safety and Quality Improvement Committees provide ongoing monitoring of conditions within the organization that serves to improve access. Universal’s leadership conducts planning meetings that routinely include assessment of other needs and related costs.

Areas	Examples	Measure	Responsible	Target Date	Status
1. Personnel policies	1. Maintain Sharepoint	1. Update as needed	Agency Director Ex. Administrator	On-going	On-going
2. Outreach activities in all program areas	1. Holiday events, Special Olympics	1. Per office staff and person served participation	CQI Specialist	On-going	On-going
3. Utilization of person served feedback/input processes	1. Satisfaction Surveys	1. Tally survey information	CQI Specialist	Annually	On-going
4. Psychosocial assessments	1. Upon in-take	1. As required/needed	In-take Professional	On-going	On-going
5. Person served advocacy groups	1. Human Rights Committee	1. Quarterly meeting	CQI Specialist	On-going	On-going
6. Cultural competency education	1. All staff receive this training	1. Upon new hire and as On-going training	Regional Trainers	On-going	On-going
7. Customer Service and Legal Occurrences education	1. All staff receive this training	1. Upon new hire and as On-going training	Regional Trainers	On-going	On-going
8. Create Effective Supervision Training	1. All supervisory staff receive this training	1. Implement by end of November, 2016	Training Director and Assistant Training Director	November, 2016	On-going
9. Create NEW QP training	1. All new QPs receive this training	1. Train new QPs within 2 weeks of hire date by end of November, 2016	Regional Directors Training Director and Assistant Training Director	November, 2016	On-going