

QI-6 Accessibility Plan

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Purpose:

The following serves as JAFCO’s Accessibility Plan for 2016 -2017-2018. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of Accessibility.

Objective:

JAFCO is committed to providing an organizational milieu that seeks to accommodate the needs of all persons served, 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 corresponds to JAFCO’s internal evaluation of barriers through the use of facility inspections, assessments of need, and persons served, stakeholder, and employee feedback. The Accessibility Plan is an annual plan, reviewed and endorsed by the Executive Director.

The Accessibility Plan for the Fiscal Year 2016-17 is as follows:

I. Architectural:

Overview: Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and persons served feedback. The Continuous Quality Improvement Council and the Health and Safety Committee provide ongoing monitoring of conditions within the organization that serves to monitor and improve access. The organization’s board leadership meets six time per year and addresses and accessibility needs of the agency in the staff report.

The JAFCO Children’s Village is a \$6m facility that was built in 2002 in compliance with the latest ADA standards and city building codes and is a modern, clean, uncluttered and easily accessible facility. The main building has a wheelchair accessible door with no external ramp needed and the parking lot has wheelchair accessibility with built-in ramp access. The group homes have a portable ramp to allow access for a person using a wheelchair to access the front door in the home which requires a “step up” to enter. Once inside the building all rooms and bathrooms are accessible. In the emergency shelter, there is one accessible bathroom.

The JAFCO Children’s Ability Center is a \$10m facility that was completed in 2014 and was designed to serve children with disabilities in accordance with the latest ADA standards. Special sinks, counter heights, doors, door openers, toilets and stoves were used to allow access persons in wheelchairs to have full use of the facility.

Finding/Concerns:

The automatic doors in the respite home at the Ability Center malfunction on an intermittent basis.

Goal #1: To improve functioning of the Respite home doors at the CAC

Target Date 12/30/17

Objectives/Person Responsible

1. Engage engineer to diagnose the problem/Site Director
2. Bid out project/Hire company to perform repairs/Site Director
3. Repair doors the ability center/Site Director
4. Monitor the doors to ensure proper operation/Maintenance Manager/Site Director

Goals/Objectives Accomplished

1. Several attempts have been made to repair the doors with only temporary success.
2. Consultant Engineer has looked at the doors (7/17) and will be making recommendations shortly.
3. The matter has also been referred to our construction committee.

II. Attitudinal:

Overview: JAFCO seeks to reduce the stigma associated with child abuse and neglect children as well as persons who have mental illness, developmental disabilities, and substance abuse problems, and to promote their inclusion within the community. Person first language is utilized whenever possible and materials and websites are updated regularly with new language that is politically correct and portrays an attitude of respect towards persons served.

Finding/Concerns:

There is confusion for some of persons served related to the two distinct service centers that JAFCO provides, namely the Children’s Village and the Ability Center. This is especially due to the 22 years of branding of our mission that was mainly related to child welfare and foster care prior to the expansion of our mission to include families raising children with developmental disabilities. We do not want to dissuade parents from accessing the Ability Center because of the child abuse and neglect services provided at the Village, thinking that we only serve families with abuse and neglect issues.

Goal #2: To educate the community and stakeholders about the distinct missions and purpose of the Children’s Village, the Children’s Ability Center (CAC) and the NE office

Target Date: 12/17

Objectives/Person Responsible

1. Create separate brochures for Village, CAC and NE/Communications Manager
2. Separate Facebook presence for Village, CAC and NE /Communications Manager
3. Educate stakeholders and donors at all events/Exec. Dir
4. Create video that features and explains both centers/Exec. Dir.

5. Ensure that information about both centers is shared clearly from the podium at every fundraising event/Exec. Dir & Development Staff

Goals/Objectives Accomplished

1. The agency has 3 separate brochures for each of our 3 sites (including the NE) --1/1/17
2. The agency has two Facebook sites for Village and CAC, a NE site is being developed-- 8/1/16
3. Presentations at all event explain that JAFCO has two distinct sites-- 8/1/17
4. JAFCO video now clearly articulate the differences between the Village and CAC (and NE) -- 12/1/16
5. A brief overview and update has been given at every fundraising event—8/1/17

III. Financial:

Overview: JAFCO actively seeks to reduce and/or eliminate financial constraints that may restrict the ability of all eligible persons served to access any services consistent with their needs and preferences. JAFCO is unique in its ability to successfully secure some public (20%) and mostly private (80%) funding through government contracts, legislative funding, private grants, special events, private donations, family foundations, direct mail, in-kind gifts, on-line giving, client fees, insurance reimbursement, and planned giving. These sources of diversified funding have allowed us to deliver all our services at the Children's Village at virtually at no cost to the person served over the past 25 years, with the exception of private adoption services. The Children's Ability Center (which opened in September of 2014), does not yet have this same level of funding, and therefore families must pay fees for child related while we develop our funding efforts, although fees are calculated on a sliding scale basis and no one is turned away based on in ability to pay. Our family support services at the CAC and in the NE are offered at no cost to the persons served. The NE is working on a sliding scale fee with families in need of supervised visitation.

Finding/Concerns:

1. The number of clients being served in the JAFCO Outpatient Clinic has decreased due to the managed care and HMO's systems. Despite continued efforts, JAFCO has not been accepted into all the networks as South Florida is saturated with providers.
2. Increased funding is required for the CAC.

Goal #3: To find alternate revenue sources for the JAFCO Outpatient Clinic

Target Date 12/31/18

Objectives/Person Responsible

1. Maintain and increase insurance based revenues/QI Director
2. Assess MedWaiver funding as a resource
3. Apply for private grants for Outpatient Clinic/Grants Writer
4. Obtain private donations/special purpose funds for Outpatient Clinic/Philanthropy Director

Goals/Objectives Accomplished

This goal is still in progress. Objectives have not been accomplished.

Goal #4: To increase funding for Children’s Ability Center

Target Date: 12/17

Objective Person/Responsible

1. Apply for Legislative Funding for 2017-18 fiscal year/Executive Director/Board
2. Create Board Legislative Committee
3. Hire a lobbyist to assist with legislative appropriation
4. Secure additional funding from the County and Children’s Services Council/Executive Director/COO/ CAC Site Director/Grants Writer
5. Continue to secure private corporate, foundation, capital and endowment gifts/Philanthropy Director

Goals/Objective Accomplished

1. New Fl. Legislative Funding of \$500k was secured in June, 2017 and is expected in starting in September of 2017.
2. County funding has increased from \$105,000 in 2015 to an expected \$785k in 2017/18
3. A total of \$1m in new funding has been secured as a result of this goal.
4. Several new corporate donors and private foundations are in process.
5. An anticipated increase of \$1m in CAC funding is expected for 2017/18

IV. Environmental

Overview: JAFCO believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential. The physical plant is modern and well maintained, frequently painted and repaired and thoroughly cleaned daily. Each professional employee has their own desk and work space, desk phone, iPhone and desk top or laptop computer based on their personal preference. While most staff share office space there are several multi-purpose spaces that can be reserved for client meetings as needed. There are spaces available both indoors and outdoors for employees to have meetings and have lunch that are not available to persons served. Safety is of utmost importance in our environment. In addition to our gated campus which has safety cameras and monitors and is fully alarmed and well-lit, a full safety plan is implemented which includes internal and external inspections, safety drills and training. The main building at the Children’s Village is fully supported by a generator in the event of a power outage lasting more than 20 seconds.

Findings/Concerns

There are no unused desks at the Children’s Village at this time. Dedicated space is needed for an employee lunch/break room at the Children’s Village. The Development Staff offices are located adjacent to a kitchen space which invites additional employee traffic into the space.

Goal #5: To convert the upstairs kitchen area into a dedicated employee lounge and move the 4 development staff into office space that is converted from the upstairs storage area without interfering in the operations of the development department.

Target Date: 12/18

Objectives/Person Responsible

1. Hire an architect to create an architectural plan/Exec. Director
2. Create naming opportunity for staff lounge and individual development offices/Philanthropy Director
3. Have plan and funding approved by board/Exec. Director
4. Obtain 2-3 estimates for General Contractors/Exec. Director
5. Hire contractor and complete the work between May and Sept/Exec. Director
6. Purchase/obtain donations to furnish employee lounge/Exec. Director
7. Set moving date and compete project/Facilities Manager

Goals/Objectives Accomplished

Goals and objectives are in progress and have not been accomplished

V. Employment:

Overview: JAFCO strives to maintain a diverse workforce that is Trauma Informed, sensitive to the unique needs of persons served and representative of the community it serves. In addition, JAFCO strives to hire and maintain the highest of quality of employees available in the labor market within the budgetary constraints of a non-profit agency. JAFCO welcomes employees of all cultures and ages ranging from age 18 to over 70 years of age. We are an agency that is committed to serving the Jewish community in addition to children of all races and religions. JAFCO is opened 24 hours a day, 7 days a week, 365 days a year. Since we are a residential facility we have overnight staff who act in a parental role for the children we serve.

Findings/Concerns:

The state is moving away from a shift care staffing model with preference for a house parent model. This is not as easy to achieve in urban areas where people are reluctant to give up their home and move into a residential facility. Nevertheless, JAFCO has begun this process and 1/3 of the homes have a dedicated house parent available 24/7. The other homes have a dedicated house parent during the week and assistants who cover their time off but they are not available 24/7 to the children. In addition, we are under-represented in residential staff from the Jewish community.

Goal #6: To fully implement a house parent model in our residential program

Target Date: 12/18

Objectives/Person Responsible

1. Hire direct care staff with the potential of being house parents/HR Manager
2. Train all direct care staff in the house parent model/Residential Director
3. Identify staff with high potential/Residential Director
4. Identify one house parent and 3 assistants for each group home/Residential Director

Goals/Objectives Accomplished

1. Two house parents have been identified for two of the group homes
2. Additional house parents are being recruited and vetted.

Goal #7: Increase representation of residential staff from the Jewish community

Target Date: 12/18

Objectives/Person Responsible

1. Engage board and clergy in aa campaign bring more awareness to the need for both staff and foster parents from the Jewish community/Exec Director/HR Manager
2. Raise awareness through print and social media/Communications Dir.
3. Advertise on employment websites/HR Manager

Goals/Objectives Accomplished

This goal has not yet been accomplished

VI. Communication:

Overview: JAFCO seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. In addition, JAFCO seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being. We communicate with members of the community who can also communicate via written materials and an annual newsletter, an annual report, email, website, social media, regular US mail, telephone and fax. Community members can access our staff via telephone, email, cell phone and through our website. All of our current communication is in English only and this appears to be meeting the needs of the majority of our clients and stakeholders. JAFCO has an on-call system for all departments allowing persons served and stakeholders to reach our on-call staff and Executive Director or COO at any time. Our VOIP phone system integrates voice mail messages into our email which appear on staff cell phones during and after work hours to improve communications with stakeholders and persons served. JAFCO has accommodations for persons with hearing impairments and disabilities (see policy). JAFCO has upgraded our website to be smart phone friendly, and our use of social media and online communication for stakeholder who prefer this form of communication while also maintaining written communication (letters, flyers, event invitations and newsletters and phone contact) for our persons served and stakeholders who may not be tech savvy and who prefer printed or phone communications. JAFCO leadership recognizes that Hebrew, Spanish, Creole and Russian may be the first language of clients served and at the moment we can provide Spanish and creole versions of the person served rights. Funding constraints prohibit our ability to translate all written materials in all four of these languages.

Goal #8: Improve communication with stakeholders and persons served who speak languages other than English

Target Date: 12/18

Objectives/Person Responsible

1. As funding become available, translating of our communications into Hebrew, Spanish, Creole and Russian will be considered/Communications Manager
2. Partner with our culturally based agencies for translating documents/Exec. Director
3. Use multi-cultural staff knowledge to translate when needed/HR Manager or COO
4. Ensure that a translator is available with every client or stakeholder who does not speak English/COO

Goals/Objectives Accomplished

1. Spanish, Hebrew or Creole speaking staff are currently available to assist with a client who needs a translator in those languages

VII. Transportation:

Overview: JAFCO seeks to ensure that persons served 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 JAFCO services. Our social workers maintain adequate insurance as per agency policy and are permitted and encouraged to transport clients in their personal vehicles if needed. For children residing in our residential facility JAFCO owns and operates a fleet of eight (seven or eight passenger) mini vans/SUV's without any signage on the vehicles in keeping with our philosophy of normalcy. Each vehicle is different in color and brand and does not look institutional; rather they resemble a typical family vehicle. Vehicles are relatively new and modern (and are traded in every four years on average). JAFCO offices were expressly built on two properties that are accessible via public transportation with a bus stop directly outside of our gates, allowing access via public transportation to clients from all three counties that we serve. Our new ability center does not have any vehicles of its own at this time with exception of our enhanced case management program in which our social workers will transport parents and children in their own vehicles to and from appointments if needed.

Findings/Concerns: Afterschool programing at the CAC does not provide transportation which does not allow working parents to utilize this program

Goal #9: Assess the viability of transportation for the CAC afterschool program

Target Date: 12/18

Objectives/Person Responsible:

1. Survey CAC clients who are not using the afterschool programs to determine if transportation is an issue
2. If there is a request for this service, present this need to the Board of Trustees
3. Obtain input from other after school programs with transportation
4. Prepare a cost analysis of a transportation program both in house and outsourced
5. Present information to the Board for discussion

Goals/Objectives Accomplished

This goal has not been accomplished

Other Areas:

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

Technology: JAFCO is committed to providing technology to all users to support information management and performance improvement, allowing for enhanced individual services, improved efficiency of personnel, improved productivity of personnel and better communication with persons served and stakeholders. We will make all efforts to keep up with evolving technology and the upkeep of hardware and software to continue to offer the highest quality of technology to our persons served and stakeholders. JAFCO complies with high accessibility standards to meet the needs of users with disabilities and reasonable efforts will be made to accommodate staff and residents with assistive technology as needed through our IT Help Desk including headphones, larger type print, voice recognition, adaptive keyboards. Persons served at the Ability Center who are non-verbal are provided with an iPad for communication if needed.

Requests for Reasonable Accommodations: Requests are accepted by phone, in person, by email or on the website and are identified, reviewed, decided upon and documented.

Availability: JAFCO has maintained a grass roots approach to working with persons served has permitted us to expedite our intake process allowing for an immediate response in the most critical of situations in the same way that we began 25 years ago. Live phone access is available from 8:30 a.m. to 5:30 p.m. Monday to Friday. Voicemail is accessible 24/7. Our voicemail provides callers with an on-call emergency number that has a staff person assigned to it 24/7. Our staff members hold evening hours for appointments in the office or in home until at least 9:00 p.m. Weekend appointments are available only if needed and emergency support is offered 24/7 both in home and via phone. Emergency numbers are given to all clients, are listed on the front page of the website and are included on all after-hours voicemail messages both on desk phones and cell phones.

Disabilities Services and Accommodations: JAFCO has made an enormous commitment to serving families with children with disabilities with the creation our new \$12m Children's Ability Center that is open 24/7/365 to provide family enrichment, resources and respite care. JAFCO has designated our Director of Operations and Clinical Services as our ADA Coordinator should consumers, staff, donors need any accommodations for services, events or trainings. We maintain an accessibility statement on all printed materials, event invitations and website.

Hearing Impaired Accommodations. Our plan for the Hearing Impaired has been updated and improved to allow us to better serve this population with a Single Point of Contact, our Director of Operations and Clinical Services. We maintain an accessibility statement on all printed materials, event invitations and website. We are providing certified interpreter services to all persons severed and or companions free of cost.

Location: Since JAFCO serves families in the tri-county area of Dade, Broward and Palm Beach and our only offices are in Broward, most of our family preservation/social work support services are delivered

in-home to make our services more effective and accessible to our families. Certain services are not generally offered in home including intake, psychiatric services, support groups, clinical staffing's and treatment plan meetings. Our offices are accessible by public transportation and centrally located in the middle of the tri-county area close to major highways. If someone is not able to access our facility or an event with public or private transportation of their own, we will either send a staff member to pick them up or send an Uber or similar transport service to pick them up at our expense if needed.

Client Fees/Insurance

JAFCO's goal is to provide as many services as possible free of charge to the person's served. JAFCO will never turn away a client based on ability to pay and will always work on a sliding scale to zero with a client who is willing to provide us with a financial affidavit.

JAFCO's Continuous Quality Improvement Council and the Health and Safety Committee develops and approves a revised Accessibility Plan each year. The plan is reviewed and approved by the Executive Director and is made available to persons served, employees, and stakeholders on the JAFCO website.