



## **MECKLENBURG COUNTY**

### **Community Support Services**

#### **Assessment of 2019-20 CSS Accessibility Plan**

This document was reviewed and approved by the Performance Improvement Council 8/22/19 and Client Rights 10/22/19.

The following serves as the Mecklenburg County Community Support Services (CSS) Accessibility Plan for fiscal year 2019-20. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

CSS is committed to providing an organizational setting that seeks to accommodate the needs of all clients, 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 is developed in response to CSS's internal evaluation of barriers through the use of facility inspections, assessments of need, and feedback from clients, employees, and other stakeholders.

#### **The Elements of the Accessibility Plan are as follows:**

##### **1. ARCHITECTURAL:**

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder and client feedback. Mecklenburg County Asset and Facilities Management and the Safety Committee provide ongoing monitoring of conditions within the organization that serves to improve access. The organization's leadership conducts long and short-range planning meetings that routinely include assessment of architectural needs and related costs analysis.

##### **2. ENVIRONMENTAL:**

The CSS believes that the environment in which services are CSS reflect the culture and cultural customs of the clients, and in addition are conducive to providing a comfortable and confidential setting for clients and employees to achieve their highest potential.

##### **3. ATTITUDINAL:**

The organization seeks to reduce the stigma associated with persons who have mental illness, intellectual developmental disabilities, and substance use problems, and to promote their inclusion within the community.

##### **4. FINANCIAL:**

CSS, within in the structure of Mecklenburg County, optimizes good financial management by seeking cost-effective programming and resources to those clients most in need.

**5. EMPLOYMENT:**

The CSS Department strives to maintain a diverse workforce sensitive to the unique needs of clients and representative of the community it serves. In addition, CSS strives to hire and maintain the highest of quality of employees available in the labor market.

**6. COMMUNICATION:**

CSS seeks to provide open channels of communication that allow clients, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. The Mecklenburg County Key Performance Indicators is used by CSS to provide information regarding CSS to the Mecklenburg County Board of County Commissioners. In addition, CSS seeks to facilitate communication among clients and employees, providing a basis for personal and professional growth, and well-being.

**7. TECHNOLOGY**

CSS seeks to utilize technology to gain efficiency, communicate information, and market the Department's services to staff, clients and other stakeholders. The annual Technology and Systems Plan and assessment of the plan detail goals and progress made toward them.

**8. TRANSPORTATION:**

CSS seeks to ensure that clients 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 services.

**9. OTHER AREAS:**

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

**PLAN REVIEWS:**

The Community Support Services Department leadership including the Substance Use Manager, Quality Improvement Coordinator and Assets and Facilities Management assigned to the CSS Department develops and updates the Accessibility Plan at least annually. It is reviewed and approved by the Safety

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Committee and the Performance Improvement Council, and is made available to clients, employees, and stakeholders on the CSS internet and intranet.

### 1. ARCHITECTURAL:

| Goal  | Objectives   | Measure                                      | Responsible                                | Cost/Source | Target/Status Date |
|---|--|--|--|-------------|--------------------|
| County to develop standard operating procedures enterprise wide to assure all facilities are ADA compliant.<br>*Plans to promote social distancing and to install barriers where needed to enhance safety of clients and staff in all county and non-county spaces where CSS provides services. | CSS to develop departmental standard operating procedures to be in compliance with county requirements | Review and approval by County Executive Team | County Manager's Office and CSS Leadership | TBD         | 6/30/20            |
| Assessment: This goal is ongoing and will be carried over to FY21. The county identified a project that will include reducing the number of entry access to county buildings and installing scanning equipment. This will be added to the FY21 plan.  |  |  |  |             |                    |

### 2. ENVIRONMENTAL:

| Goal   | Objectives   | Measure   | Responsible   | Cost/Source | Target/Status Date |
|--|--|---|---------------|-------------|--------------------|
| Mecklenburg County Land Use and Environmental Services Agency (LUESA) Goals Per Strategic Business Plan, work green initiatives are identified | Adhere to environmentally preferable purchasing (EPP) guidelines. Educate staff regarding work green initiatives; Continue with the Green Stream Dream Team and Sweep Street Peeps volunteer programs. | Dollars spent on recycled paper/<br>Dollars spent on environmentally preferable office supplies, Dollars spent on remanufactured printer cartridges | Noah Brierton | TBD         | 6/30/20            |
| Mecklenburg County Environmental goal to improve air quality   | County proposed incentive to use tax free dollars to encourage use of the transit systems – purchase CATS tickets pre taxed  | Track number of employees accessing this benefit  | TBD           | TBD         | TBD                |
| Mecklenburg County rolled out the "Work Green Initiative" to encourage staff to limit use of resources   | County initiated the "Clean Commute Challenge"   |   |               |             |                    |
| Assessment: CSS continues to encourage employees to be mindful of all work green initiatives.  |  |   |               |             |                    |
|  |  |   |               |             |                    |

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### 3. ATTITUDINAL:

| Goal   | Objectives  | Measure  | Responsible   | Cost/Source                 | Target/Status Date |
|--|---|--|---------------|-----------------------------|--------------------|
| Involve clients in accessibility planning  | Include annual review of the CSS accessibility plan on the CSS Client Rights Committee (CRC) agenda | CSS Client Rights minutes indicate the members reviewed the accessibility plan | Yvonne Ward   | \$50<br>CSS Admin<br>Budget | October<br>2020    |
| In partnership with SAMSA, CSS Veteran's launched new initiative   | To reduce the stigma of Mental Illness  |  | Ronnie Devine |                             |                    |
| Assessment: CSS management staff continue to partner with other agencies in the community to reduce stigma and promote wellness within the populations we serve. |   |  |               |                             |                    |

### 4. FINANCIAL:

| Goal   | Objectives   | Measure  | Responsible                              | Cost/Source   | Target/Status Date |
|--|--|--|--|---|--------------------|
| Medicaid Billing   | Set up and maintain contract, credentialed staff and access to systems                   | Billing occurs timely and completely-Medicaid or IPRS funding per successful event | Yvonne Ward, Chinita Craighead Davis & ? | Utilize existing Health Dept. staff for this function | June 1, 2020       |
| Medicaid/IPRS Billing  | Finalize succession planning, in preparation for Christine Payseur's retirement. Some of | Billing occurs timely and completely-Medicaid or IPRS funding per successful event | Yvonne Ward and Chinita Craighead-Davis  |   | 9/30/19            |
| Assessment: Christine's position and job functions have been reassessed and various duties executed by Christine were divided between a variety of individuals. Yvonne Ward assumed the monitoring and updating of Provider Direct. Chinita Craighead-Davis assumed the follow-up of billing issues. |  |  |  |   |                    |

### 5. EMPLOYMENT:

| Goal                                  | Objectives   | Measure   | Responsible | Cost/Source | Target/Status Date                          |
|---------------------------------------|--|---|-------------|-------------|---|
| Employ the best staff                 | Locate qualified people, have the ability to afford them, maintain staffing that is representative of the persons served | On average during the year have 90% of positions filled                             | Stacy Lowry | TBD         | Average 90% of positions filled during FY19 |
| Employee Longevity Recognition Event  | Improve staff morale   | Present years of services pins at CSS quarterly meetings, Continue Morale Committee | Stacy Lowry | TBD         | 6/30/19                                     |
| County Equity and Inclusion Trainings |  |   |             |             | 4/2020                                      |

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Assessment: Equity and Inclusion Trainings were made available for all staff to attend. When the pandemic struck in March, some of these training were cancelled and will be rescheduled.

### 6. COMMUNICATION:

| Goal  | Objectives  | Measure  | Responsible   | Cost/Source            | Target/Status Date       |
|---|---|--|---------------|------------------------|--------------------------|
| Give clients access to the CSS's county Key Performance Indicator Data (KPI)  | Publish KPI outcomes for Substance Use Services in the CSS Client newsletter when it is published | KPI report in the newsletter and on the CSS External Website | Carole Ward   | \$200 CSS Admin Budget | Fall 2019                |
| Give clients access to CSS news updates, including surveys  | Publish Client newsletter twice a year, Spring and Fall on the CSS internet and intranet          | Publish twice a year   | Ginger Little |                        | Fall 2019<br>Spring 2020 |
| Assessment: The external website continues to be a source for clients. CSS also now has a facebook page that posts frequent information regarding services. |   |  |               |                        |                          |

### 7. TECHNOLOGY:

| Goal  | Objectives  | Measure | Responsible | Cost/Source      | Target/Status Date |
|---|---|---------|-------------|------------------|--------------------|
| Replace CSS staff PC's every four fiscal years                | Acquire and install faster and more reliable machines | TBD     | IST staff   | TBD County Funds | 6/30/20            |
| Assessment: CSS remains on target with computer replacements. |   |         |             |                  |                    |

### 8. TRANSPORTATION:

| Goal                        | Objectives   | Measure                          | Responsible    | Cost/Source | Target/Status Date |
|-----------------------------|--|----------------------------------|----------------|-------------|--------------------|
| Maximize county vehicle use | Monitors vehicle usage to assure equity in mileage | Safety and Compliance monitoring | Rashida Hudson | Unknown     | June 30, 2019      |

### 9. OTHER AREAS:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target/Status Date |
|------|------------|---------|-------------|-------------|--------------------|
|      |            |         |             |             |                    |