

WACOSA

Accessibility Plan Year End Report 2019

Architectural Access

Barrier: There are no known barriers to architectural access at this time.

Solution: If barriers are known the proper actions will be taken to remedy the situation.

Due date: Ongoing

Responsible persons: Vice President of Quality Assurance & Programs and Facilities & Fleet Maintenance Manager.

Progress/Year End Report 2019: *Annual assessments will continue to be completed and action plans implemented ongoing.*

Environmental Access:

Barrier: WACOSA is required to have annual Workforce Innovation & Opportunities Act (WIOA) meeting documentation in client files to continue to pay clients under the FLSA Section 14c certificate.

Solution: WACOSA will ensure database system upgrades are capturing the required data so we can remain in compliance with WIOA.

Due date: Ongoing during 2019

Responsible person: Vice President of Quality Assurance & Programs and team

Progress/Year End Report 2019: *The database was updated to accommodate all required data and a procedure was put in place to ensure ongoing compliance with WIOA.*

Attitudinal Access and Financial Access

1 Barrier: Some clients have had difficulty sustaining employment due to soft skill issues. WACOSA has been very successful teaching soft skills. We have determined over time that, soft skills development is instrumental in helping individuals obtain and retain their employment. At this time, we continue to believe that investing in quality training for staff and clients will lead to increased employment success.

Solution: WACOSA will continue to focus on social and emotional intelligence coaching for all staff to increase our collective skills at supporting all clients to be successful in the soft skills related to community employment settings. We have formed a Top 20 committee of staff to work throughout the year on developing and implementing new activities and curriculum that promote the concepts and skills learned from Top 20 and The WACOSA Way with all staff and clients.

Due date: Ongoing throughout 2019 with staff and clients.

Responsible person: Vice President of Quality Assurance & Programs/ASD Specialist

Progress/Year End Report 2019: *All staff have received Top 20 & The WACOSA Way training upon hire and at least annually. The Top 20 committee continues to meet, develop and implement strategies that reinforce successful learned behaviors for our clients and staff. Clients are given the opportunity to participate in all related activities. These solutions will be carried over year to year.*

2. Barrier: Funding cuts continue to result in restrictions to days of service and, in some cases, clients are told they are not eligible for services or need to be on a waiting list for services. Funding both Extended Employment and DTH services continues to be a struggle for Stearns County.

Solution: WACOSA is a member of MOHR, an association of community rehabilitation programs and day training and habilitation providers throughout the state. Their goals are to influence legislation for our services and to work cooperatively with DHS around service related standards. In addition to maintaining our membership in MOHR, Steve Howard will maintain his role on the various committees that are specialized in guiding legislative changes for our industries benefit.

WACOSA will also continue to engage local and state legislators by extending invitations to tour and visit with clients and staff at our facilities. We also will continue to engage in self-advocacy activities.

Due date: Throughout legislative session and ongoing throughout 2019.

Responsible person: Executive Director & Vice President of Quality Assurance & Programs

Progress/Year End Report 2019: *Steve Howard, ED, will continue to represent WACOSA at a state level as a MOHR member. WACOSA invited Dan Wolgamott, State Representative, to tour WACOSA in 2019. Clients continue to participate in Day at the Capital and visit with their legislators about their constituent topics and affect legislative change. These activities will continue year after year.*

Employment and Community Integration Access

Barrier: With the Electrolux contract leaving in 2019 there is a continued need for employment, particularly center-based contract work.

Solution: WACOSA sales staff will continue to develop new and existing job opportunities with our area business partners in 2019.

Due date: Development of new options is continuous.

Responsible person: Executive Director

Progress/Year End Report 2019: *WACOSA staff meet regularly to implement action steps to engage our current and potential new customers in a variety of ways that promote WACOSA's workforce as the community asset it is. While WACOSA has not fully replaced all lost work, we have an increase of work from regular customers as they are able and have started working with a few new customers. Efforts to increase these opportunities are ongoing in the Sales department.*

Communication access

Barrier: We do not have clients who are unable to use our services due to communication barriers. We have worked at increasing staff language skills to assist in growing our Somali population to be able to communicate with staff. We have hired native Somali speaking staff to help train other staff some basic words and cultural expectations. Paperwork is also translated into other languages upon request.

Solution: WACOSA will continue to train non-Somali speaking staff on the basics of the language to better enable them to communicate with our Somali clients.

Due Date: On going through 2019

Person Responsible: Vice President of Quality Assurance & Programs

Progress/Year End Report 2019: *WACOSA continues to be able to provide services to persons with communication barriers using available technologies and/or interpreters. This will be an ongoing solution.*

Technology Access

Barrier: Computers and/or iPads with appropriate communication apps are available at all sites and shifts. All staff and clients have access to computers while at WACOSA in order to complete their work and/or goals. At this time there are no known technology barriers.

Due Date: Ongoing assessment of needs

Person Responsible: Vice President of Quality Assurance & Programs

Progress/Year End Report 2019: *Computers and other technologies are continually updated throughout as resources allow, this is an ongoing solution.*

Transportation Access

Barrier: We do not have anyone on a waiting list for transportation or accessible transportation. We do have an increase in clients needing supervised transportation from within our service area.

Solution: WACOSA continues to strategize to maximize our transportation resources and will continue to address individual transportation needs as they relate to community employment, self-regulation of behavior needs, access to community activities and other recognized needs.

Due Date: Ongoing as assessed

Person Responsible: Vice President of Quality Assurance & Programs/Transportation Coordinator

Progress/Year End Report 2019: *Transportation access to WACOSA clients continues to be serviced by WACOSA's fleet of vehicles and DSP drivers, augmented by our contract TriCAP Transportation and our collaboration with Metro Dial-A-Ride. This will be an ongoing solution.*

Other Identified Needs: There are no other identified needs at this time.

This progress report was completed by Nancy Betts, Vice President of Quality Assurance & Programs and has been reviewed and approved by:

Steve Howard, Executive Director: _____

Date: _____