

WACOSA
Accessibility Plan Year End Report 2020
Amended 8/2020

Architectural Access

Barrier: There is a sidewalk sinking creating an entryway barrier to DocuShred and Door A at the Annex.

Solution: We will get bids for concrete jacking and complete the project as early as weather permits.

Due date: Summer 2020 – 8/2020 update – the project is postponed due to COVID-19 restrictions.

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

Progress/Year End Report 2020: COVID-19 delayed this project and it will get completed in 2021 if budget and restrictions are lifted.

Environmental Access:

Barrier: There are no environmental access barriers noted at this time.

August 2020 amended: With the COVID-19 pandemic spread our service cohorts must remain separated at all our program sites in order to continue safe service delivery.

Solution: Any noted assessment of environmental access barriers will be addressed in a timely manner.

8/2020 – All program sites and spaces have been re-designed to address safe spaces for cohorts of no more than 10 people. All physical spaces have barriers provided, visual cues & directions, PPE available for all and limited visitors as per DHS orders.

Due date: Ongoing during 2020

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

Progress/Year End Report 2020: As noted above all sites are in compliance with restrictions from DHS and will continue to be assessed as COVID-19 restrictions are eased.

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 2020 with staff and clients.

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

Progress/Year End Report 2020: This is an ongoing endeavor however WACOSA was temporarily closed due to DHS restrictions and we will resume goal as able.

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.

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 2020.

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

Progress/Year End Report 2020: This is an ongoing effort and our Executive Director remains a critical member representative at MOHR to continue to guide legislative changes for organizational benefit.

Employment and Community Integration Access

Barrier: 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 2020.

Due date: Development of new options is continuous.

Responsible person: Executive Director

Progress/Year End Report 2020: This is an ongoing activity that was slowed due to COVID-19. The effort will continue.

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 2020

Person Responsible: Vice President of Quality Assurance & Programs

Progress/Year End Report 2020: We retained our Somali speaking staff and continue to train as our client needs indicate.

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.

8/2020 CVID-19 pandemic has created a technology access barrier for all our clients. Our technology infrastructure must be expanded to include upgraded wireless access points, additional internet bandwidth, and devices for clients stuck at home to be able to access our services. The funding of these projects will depend upon grants and donations as our revenues are realized after services have been

provided. As the virus surges more and more clients cannot be on site to receive the support services they need and will rely solely on remote service options.

Due Date: Ongoing assessment of needs through 2020

8/2020 WACOSA continues to apply for funding to accomplish these projects and they are completed as funding allows. WACOSA's annual budget will reflect these new emerging needs but will not be accomplished without donor assistance.

Person Responsible: Vice President of Quality Assurance & Programs

Progress/Year End Report 2020: In December of 2020 WACOSA received a grant from DHS which was used to purchase the technologies needed to continue to provide remote services to all our clients that choose that service option. All sites and shifts will have access to the equipment as well as training both clients and staff on its use. This is an ongoing solution to our current technology access because of the pandemic. We anticipate that remote services will be a growth area for WACOSA even after the pandemic restrictions are lifted. This investment will stabilize our ability to provide services well into the next few years.

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 assessment of needs through 2020

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

Progress/Year End Report 2020: Transportation needs are continually accessed and addressed as needs are identified. Currently WACOSA and its community partners can provide all requested transportation needs within our service areas.

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

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

Steve Howard, Executive Director: _____

Date: _____