

# WACOSA

## Organizational Accessibility Plan 2024

### Architectural Access

**Barrier:** There are no known architectural access barriers at this time. WACOSA continues to assess and act on any known or discovered barriers.

**Solution:** N/A

**Due date:** N/A

**Responsible persons:** Program Directors and Facilities & Fleet Maintenance Manager.

### Environmental Access:

**Barrier:** WACOSA's staffing remains inadequate to admit potential clients that want to receive WACOSA services.

**Solution:** WACOSA continues to monitor salary and benefits for DSP's and making adjustments as resources allow. WACOSA continues to recruit, retain and create opportunities for advancement at WACOSA; thereby creating a career path for our workforce. Continued engagement with staff to be able to be agile in finding the right fit within the organization for both the staff and WACOSA needs.

**Due date:** Ongoing during 2024.

**Responsible person:** Program Directors, Human Resources Manager

### 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. In June 2023, Willow Sweeny provided Top 20 training to staff; and staff at all levels will continue 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. The focus of our June 2024 in-service will strive to focus on providing additional support and training to staff to provide the needed soft skills support to our clients.

**Due date:** Ongoing throughout 2024 with staff and clients.

**Responsible person:** Program Directors/ASD Specialist

**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, Nancy Betts will maintain her 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 2024.

**Responsible person:** Executive Director & Program Directors

## 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 2024. When paid work opportunities are not available to all clients, staff will focus on increasing access to meaningful community activities.

**Due date:** Development of new options is continuous.

**Responsible person:** Executive Director, Sales and Marketing Director & Program Directors

## Communication access

**Barrier:** We do not have clients who are unable to use our services due to communication barriers. WACOSA continues to assess and act on any known or discovered communication barriers. this time

**Solution:** N/A

**Due Date:** N/A

**Person Responsible:** Program Directors

## 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 to complete their work and/or goals. Remote services are implemented for those who choose them, and additional technology infrastructure is needed to sustain these efforts.

**Solution:** WACOSA will continue to enhance our technological equipment. All staff are trained at least annually on how to assist clients to develop their technology access and skills. Senior Leadership staff will continue to brainstorm and implement ways to increase technology access and classes for both staff and clients.

**Due Date:** Ongoing training and implementation of technology through 2024.

**Person Responsible:** Executive Director, Program Directors & Senior Leadership

## 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. WACOSA will explore the idea of obtaining smaller vehicles and electric vehicles for small groups of people to take into the community for activities.

**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 2024

**Person Responsible:** Program Directors & Building and Fleet Manager

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

This progress report was completed by Lynn Welle and Mary Rothstein, Program Directors and has been reviewed and approved by:

Nancy Betts, Executive Director: \_\_\_\_\_

Date: \_\_\_\_\_