

Advantages, Inc. of Southeast AR., Inc.
Accessibility Plan FY 2018

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This Accessibility Plan outlines the work that lies ahead as our organization continues to identify, remove and prevent barriers for persons with disabilities within the organization as well as in the community. The plan will serve as a guide for the organization during the upcoming years and will be reviewed regularly to document the progress in completing identified activities for barrier removal. This plan will address not only the challenges that face us in the areas of accessibility but also note the strengths that the organization has in this area.

To determine the level at which the organization meets accessibility needs and federal regulations, several methods are used. Advantages, Inc. conducts frequent and on-going reviews of facilities, programs and policies. The enrollment process into any service provided by Advantages, Inc. includes identification of any accessibility issues and any identified issue would be included in the consumer's annual plan. The plan is reviewed each year and revised to include any identified barriers, if needed.

The agency completes an accessibility survey annually and will encourage employees, consumers and individuals associated with the agency to assist in identifying accommodation and accessibility needs. The monthly MESH reports include a section for the reviewer to report any accessibility concern they encounter while doing the monthly safety check. The agency has a form for individuals to use for reporting an accessibility concern.

The accessibility plan is in place in order to enhance the quality of life for those served while at home or while attending services at one of our center-based facilities.

It is also in place in order to allow persons needing a workplace accommodation to continue working. The agency will strive to implement any reasonable accommodation and will follow the rules and regulations set forth in the American's With Disabilities Act.

The Agency has policies in place to prevent workplace violations of the ADA in regards to hiring, promotions and any other work-related personnel action. Those policies will be reviewed annually and revised to remain current with federal/state law and trends.

The following external agencies routinely conduct both regularly scheduled and unannounced visits to review both physical and programmatic activities:

- Developmental Disabilities Services
- Monticello Fire Department
- Health Department

- DHS Daycare Licensing
- AH&T Bus Inspector
- Medicaid Audit Division
- Social Security Administration Audit Division
- Nutrition Reimbursement Program Monitors (DHS)

Advantages, Inc. will also solicit input from consumers and their families through scheduled meetings, newsletters and through various surveys conducted throughout the year.

OUR PHILOSOPHY:

The philosophy of Advantages, Inc. is that all people should have access to services, programs, and activities in which they have an interest. Because we feel that persons with disabilities face a variety of challenges, we have selected attitudinal, architectural, communication, employment, transportation, environmental, ancillary services, housing and financial barriers as those that we want to impact in a positive manner.

Advantages, Inc. also takes into consideration any accessibility needs such as physical, cognitive, sensory, emotional, financial or developmental that may hinder full and effective participation on an equal basis with others. Accessibility needs will be identified on the individual's plan of care along with the suggested accommodation needed to rectify the accessibility problem.

Policies will be in place to allow for consumers or employees to request an accommodation to their work or service environment. The request can be made without fear of retribution, loss of work, or loss of services. There is also an appeal process in place to appeal denials of requested accommodations.

TYPES OF BARRIERS:

The organization has identified strengths and weaknesses in the following areas:

- Attitudinal – Attitudes that an organization's staff members, stakeholders, and the public have of persons with disabilities, reflected in the terminology and language that is used by the organization, how individuals with disabilities are viewed and treated, whether or not consumer input is solicited and used, and whether or not the entrance criteria for the organizations screens out individuals with specific disabilities.
- Architectural – Physical barriers that prohibit or impede individuals from accessing a building or grounds.
- Environmental – Barriers that could be interpreted as any location or characteristic of the setting that compromises, hinders or impedes service delivery and the benefits to be gained.
 1. Home: examples would be the installation of computer control devices to control the environment

2. Work: examples would be replacing fluorescent lighting that could cause seizures, ergonomic furniture or equipment
 3. Physical Office: examples would be strong odors or scents that could affect work or excessive noise.
- Financial – Barriers that may include insufficient funding for services to benefit one or more individuals, or the need for bookkeeping assistance. Insufficient funds for housing or community involvement activities.
 - Employment – Barriers that may be evident not only in the organization, but the community, that decrease an individual’s ability to attain gainful employment. Also, barriers that the agency addresses with internal discrimination policies and interpretation of the ADA in regards to workforce accommodations and access to agency employment.
 - Communication – Barriers that would prohibit or impede a person’s understanding of important information or access to information, such as use of TDD, Braille, alternative language, communication device, or website.
 - Technology- development of a user-friendly interface
 - Transportation – Barriers that reduce a person’s ability to reach service locations or to participate in the full range of services and activities available to non-disabled citizens.
 - Housing – Barriers that exist that reduce a person’s ability to live in the least restrictive setting
 1. Host homes meet the definition in the Community Settings Rule.
 - Ancillary and Community Integration – Barriers that would prohibit or impede a person from full participation in their community of choice such as:
 1. Access to Food Stamps
 2. Doctor Appointments
 3. Sport Activities
 4. Waiver Services
 5. Therapy Services
 - Federal and State Regulations regarding discrimination in the workplace and service environment.

In addition to the barriers identified, this report will include an estimate of cost associated with the removal of the barrier and a general time-line for removal, and who is responsible for the accommodation.

It is the goal of Advantages, Inc. to provide a physical environment that is reasonably free from barriers to our staff, consumers, families, customers, stakeholders and the general public within the framework of the American’s With Disabilities Act. All facilities used for Advantages, Inc. programs have either been constructed or will be modified, as funds are available or as reasonable, to meet the needs of persons with varying degrees of disability.

A review of all sites will be conducted to identify any barriers on a routine basis. Recommendations will be forwarded to the Executive Director to be discussed at management team meetings for possible inclusion in the accessibility plan.

It should be stated that a request for a reasonable accommodation does not automatically require that the agency meet the request. When a request for an accommodation cannot be made due to budgetary or other reasons, the agency will either refer the individual to another provider or community resource that can make the accommodation or implement temporary alternatives in place of the accommodation requested.

IDENTIFIED STRENGTHS AND WEAKNESSES

ATTITUDINAL:

It is the mission of the organization to facilitate positive images regarding the abilities of persons with disabilities. All publications will focus on the abilities rather than the limitations our consumers may have. Policies and Handbooks will use “People First” language and we will strive to focus on the abilities of individuals. We promote inclusion and strive toward the integration of our consumers in their home community.

Strengths:

- The Agency strives to include our consumers, families and community advocates in agency goal-planning through annual surveys
- The Board consists of 20% advocate or consumer representation
- A Consumer Council assists with planning of agency activities and gives input on their desires and concerns. The consumer council provides feedback and suggestions for improvements from families and persons served.
- Staff participate in Health and Job Fairs, as requested
- Advantages, Inc. pays for membership dues for employees to join service organizations and Advantages, Inc. will allow employees time off during work hours to attend service organization meetings.
- Advantages, Inc. is a member of the Chamber of Commerce in Ashley and Drew and Lincoln Counties and attends various functions supported by the Chamber. The Asst. Director of Finance & HR is on the Chamber Board of Directors in Drew County.
- Programs submit news articles and pictures of Advantages, Inc. events to the local paper and network media and makes announcements through the website and/or Facebook page. The agency also uses newsletters to inform stakeholders about agency news and events.
- The adult development program and preschool programs participate in local parades
- Consumers participate in Special Olympics
- Advantages, Inc. contracts with the Cooperative Extension service to conduct classes in health, fitness, cooking, crafts, etc.
- Advantages, Inc. staff and consumers volunteer in activities that promote the community.
- Advantages, Inc. has a cooperative spirit with UAM to have student organizations come and visit the various centers and interact with our children and adult consumers. The agency also has a cooperative agreement with the Education Department to allow students to observe and make suggestions for improvements.

- Handbooks and other publications are written in understandable terms and in People First language. They are provided in alternative formats, when requested. Interpreters are furnished, when needed or requested.
- Preschools work with school district's to promote smooth transition of services.
- The agency has a strong Affirmative Action Plan to promote non-discrimination practices throughout the agency in regards to services and employment
- Monthly facility inspection reports include a section to note any accessibility issues found during inspection
- The agency accesses grant funding to assist individuals served with expenses associated with field trips or other community integration activities where funds are needed in order to fully participate.
- The agency has a commitment to regulate Hosts Homes for compliance with the Community Settings Rule.
- The agency is committed to implementing Employment 1st through the Arkansas Works Program/Supported Employment.

Weaknesses:

1. Perception of family and community members about people with DD as contributing members of the community.

Recommendation for solution:

- a) Advantages, Inc. staff will keep lines of communication open with the physicians that question our services.
 1. State will enter an agreement with a 3rd party agency to evaluate individuals for eligibility of services and provide information for admittance into programs.
 2. Advantages, Inc. will provide informational packets to health clinics to educate PCP, staff and stakeholders, as needed.
- b) Advantages, Inc. will participate in community awareness activities as well as provide many community options (entertainment, recreation, volunteer activities, religious etc.) to the individuals we support to limit attitudinal weaknesses that may exist in the community.
 1. Adult and children will attending center-based services will participate in field trips within the community
 2. Adult and children will participate in local parades and other community activities
 3. AR Works/Employment 1st job coaches and leadership will develop business contacts within the community that offer job placement opportunities that promote meaningful employment for our consumers.
- c) Various leadership personnel within the organization will be members of local service organizations in order to have the opportunity to inform the community about the agency and its' purpose.
 1. The agency will pay membership dues

2. The agency host 2 civic organization meetings.
 3. The agency will seek community organization involvement with our consumer activities.
- d) All invitations to speak at service organizations, churches, focus groups, etc. will be accepted. Leadership employees will include in the program handouts that give information on how to communicate with and treat persons with disabilities.
2. Employees may not be familiar with the various ways to support their consumer in the community and use proper terminology when in public.

Recommendation for solution:

- a) Staff members will receive training in community integration and normalization practices and proper verbiage to use.
 1. All new-hire training will include CI training
 2. Annual training review topics will include CI
 - i. staff members will continuously involve themselves in training related to the abilities and limitations of persons with disabilities while learning to look at the person's strengths and minimize the impact of their limitations.
 3. Advantages, Inc. will seek out positive training materials, speakers or conferences for employees.
3. New State Senators and Representatives many times do not have the background or knowledge-base to understand the DD programs offered through Medicaid and many see the need to reduce Medicaid spending and bend the cost curve for services.
- a) The Agency will remain an active member of the Provider Association (DDPA).
 - b) The management staff will make contact will all local Representatives and Senators to invite them to visit the facility
 - c) The management team will respond to Legislative Alerts sent through DDPA and will make necessary contact prior to votes affecting our services.
 - d) The Executive Director and management staff will remain engaged in discussions with local legislators.

ARCHITECTURAL:

Although the Program Directors have primary responsibility for evaluating the architectural accessibility needs of individuals served, all staff members are charged with this responsibility. Plans for corrective action will be reviewed by the program directors, Administrative staff and/or the Board of Directors with implementation occurring as soon as practical and as monies are identified in the budget.

A review of all sites will be conducted routinely to identify any accessibility barriers. Recommendations will be forwarded to the Accessibility Officer, located at the Administration Office, for inclusion in the accessibility plan. The on-site supervisor will address issues as they arise, and/or consult with the Accessibility Officer to be included in the Agency's Accessibility Plan. (See internal procedures for submitting a workplace or program-based accommodation request.)

Architectural Strengths:

1. ADA approved playground equipment at preschools.
2. The administration building includes a wheelchair ramp, wide hallways and office doorways that meet ADA standards.
3. DCC Monticello's building includes many ADA Features.
4. DCC- Crossett, is leased from the Crossett School District and was constructed using many ADA standards, although some barriers have been identified. There is one handicap accessible bathroom that includes a shower for emergency cleanups.
5. Discovery Skills Center – the center is on one level allowing for access to all consumers. Hallways are wide and designated bathrooms are wheelchair accessible. Ventilation is good, each room has its own air/heat system to better control the environmental temperature. The building has 2 accessible entrances that do not require steps or use of a ramp. The rooms have a good source of natural lighting. There are handicap accessible bathrooms available.
6. Handicap accessible parking is available at the administration office, Monticello and Crossett preschool and the adult center.

Architectural Weaknesses:

1. **DCC- Crossett** – This site is leased from the Crossett School District and provides services to children ages 3 months to 5 years.

There are no automatic doors to the entrance or classrooms. Knobs on classroom doors may be hard to operate for some individuals in wheelchairs or with limitations on the use of their hands or arms. Latch type knobs would be better.

Facility does not have alarms with both lights and sound; however does have emergency lighting in hallways in case power is lost.

There is signage on outside of bathrooms; however, they do not include braille for individuals with visual impairments. The handicap bathroom has grab bars on the wall, but all other bathrooms do not.

All playground equipment does not meet ADA standards.

Recommendation for solution:

- a) The building is owned by the public school district; therefore, no changes can be made to install a lighted alarm system or automatic doors. . Efforts will continue to resolve these problems with the owner of the property.

Alternative: staff will be available during arrival and departure times to assist consumers and families with the entry doors and throughout the day to assist with classroom and bathroom doors, as needed. All Center staff will assist consumers throughout the day with entering/leaving through doors within the center. All center staff will assist during drills or emergency evacuations. If the need arises for grab bars in a particular bathroom, the agency will use freestanding alternative “surround” grab bars. If the need arises for a staff member or consumer to have an alternative door knob, we will make a singular request to the school board for approval to switch out knobs.

- b) Flashlights are available in each room and throughout in common areas.
- c) The Agency cannot install permanent playground equipment as the location is a year-to-year lease with the public school.

Alternative: The Agency will purchase playground equipment such as wagons, bikes, low slides, etc. that children can play with without the need for accommodations. In the event that a child uses a wheelchair, walker or other equipment to ambulate, the Center Director or Therapist will make a request for specialized toys/equipment that can be used by the child. Arkansas Rehabilitation Services, ICAN program will loan toys and other equipment, and may purchase needed equipment if the consumer qualifies. The Agency will make appropriate referrals.

- d) Any request for an accommodation by a visually impaired individual with be taken to the school board for approval and adaptations will be made as approved. Otherwise the agency will seek alternative methods from Arkansas Rehabilitative Services and implement those methods as needed.

2. DCC- Star City

Weaknesses:

- a. The sites are not fully ADA accessible. The 2 sites have wheelchair accessibility into the building; however, classroom size and maneuverability within is an issue at 2 sites.

- b. No Handicap parking
- c. No emergency lighting/alarms for exits in 2 buildings
- d. Door knobs
- e. Bathroom grab bars are not in place
- f. There is a need for more ADA playground equipment

Recommendations for Solutions:

Alternatives:

- a) Emergency exits are marked and a emergency exit map is located in each room of the facilities without lighted emergency exits. Each classroom and office is equipped with a flashlight. Assistance will be given to children or staff needing access into doors with twist knobs. Portable grab bars will be purchased when needed by a child/staff.
- b) Handicap accessible signs will be placed at each of the program sites, if allowed by landlord. If not allowed, agency staff will assist with loading and unloading of any child needing assistance.
- c) If requested, or the need arises, parent meetings and conferences will be held at the parent's home or other suitably accessible sight.
- d) There is playground equipment available for use. The Center Director or Therapist will make suggestions for any individual need for specialized equipment and the agency will access other funding, if available to purchase useful outdoor play equipment for the individual child.

3. DCC- Monticello

None noted

4. Adult Development –

The following weaknesses were noted:

- There are no automatic entry doors
- Emergency lighting does not include sound

Recommendations for Solutions:

- a) The automatic entry doors are cost prohibitive at this time. The agency will designate staff to take bus duty on a daily basis to assist individuals with entry into the building. Also, consumers that are physically able to assist with the doors in the morning may be assigned to help their peers.
- b) Emergency lighting with alarms will be added to the improvement plan.
Alternative: all classrooms are equipped with a flashlight and all areas have

an emergency exit map posted. Monthly drills are completed so that the adult consumers can learn exits from various parts of the building.

5. **Administration Building**, Monticello – Houses the business office, personnel office and waiver services.

Weaknesses:

- a) Entry doors are not automatic.
- b) No alarm system with lights and sounds.
- c) Bathroom sinks are not wheelchair accessible.
- d) Soap dispensers are not reachable by wheelchair.
- e) Individual office door knobs
- f) Kitchen wheelchair accessibility

Recommendations for solution:

- a) Installation of an alarm system with lights and sounds will be included in the Accessibility plan and a date for the removal of the barrier will be set and addressed as funds are available.
 - 1. Alternative: all offices will have a flashlight available for use and will assist any consumer, visitor or employee with exiting the building. Emergency Exit maps are located throughout the building and Safety Officers will conduct a monthly fire drill to enable staff to learn proper exiting procedures and location of all exits.
- b) Reconfiguration of the administration office bathrooms will be added to the improvement plan and will be addressed as funds are available.
 - 1. Alternative: hand sanitizer will be made available and placed within reach of any individual using the restroom.
- c) Administrative managers obtained cost projections for changing out the front door to automate. The cost is considered prohibitive due to the need for a full re-design and additional space needed for the door to operate.
 - 1. Alternative: Administrative employees are available to assist with entry into the building.

COMMUNICATION and TECHNOLOGY:

Recognizing that communication is essential in achieving our mission and assisting our consumers with understanding services available to them, our organization will continue to examine various means of communication through training and staying abreast of new technology. Wherever possible, the agency will assist with the acquisition of needed technological devices that would be used to assist consumers and employees with day-to-day activities.

Strengths:

- Materials for persons served are written in understandable language and pictures are frequently used to help with understanding.
- Staff is always available to assist individuals with completing necessary paperwork and answering questions.
- Case Managers remain current with funding and other resources available and offer referral services to providers that can assist with acquisitions.
- Picture signage is used throughout Advantages, Inc., Inc. to assist individuals who cannot read in locating where they need to be, where safety rooms are, etc
- The agency will purchase Ipads and software to be used by non-verbal consumers during programming, as needed and funds are available.
- The IT plan includes a rotation schedule that will allow computers taken out of office service to be transferred to the preschool or adult development program for use in programming.
- The agency provides for interpreters, as requested.
- The agency has a website that is user-friendly and is used to disseminate information about upcoming events, conferences, training, our mission statement, performance analysis, etc.
- The agency provides any written material in an alternative format, if requested
- Annual Strategic planning considers population growth in minority and non-English speaking population
- Individual consumer plans include a needs assessment and some funding for assistive technology.

Weaknesses:

- Lack of staff knowledge of sensory and communicative disabilities
- Rural area has limited network of volunteers and/or contractors to provide interpretive services
- Limited agency computers for consumers to use in communicating (loan, purchase, or on-site use)
- There is a lack of funding for alternative communication devices.
- Staff members may not be aware of alternative ways to communicate effectively with their non-verbal consumer.
- The agency does not have a TTY system at any of our service locations; however, one has not been requested or identified as a need.

Recommendations for solution:

- a. Use therapy consultants and special education teachers to assist with developing individualized books for non-verbal consumers to use to express needs or desires and train support staff in alternative forms of communication.
- b. Hire staff that may speak English and Spanish.

- c. Analyze demographic material annually to stay abreast of changing ethnic population growth and address any need for an increase in this activity.
- d. Maintain a list of generic service providers that may assist with the purchase or loan equipment of alternative communication devices when Medicaid will not pay.
 - o Alternative may be to use Family Support Funds as payer of last resort.
 - o Refer to Arkansas Rehabilitative Services to purchase, receive without fee, or borrow adaptive equipment
- e. IT Plan will include a plan to recycle old office computers to be used at the preschool and adult center.
- f. Maintain user-friendly website and include questions regarding the website on the annual review.
- g. Purchase training material that instructs on alternative methods of communicating.
- h. Management staff will continue training in alternative methods of communication and new devices or software.
- i. Will use Facebook, website and *Monticello Live* to disseminate information to employees, families, consumers and the public.

TRANSPORTATION:

Strengths:

- Advantages, Inc. has been successful each of the last 11 years with receiving a Section 5310 grant for the purchase of a new van. The agency was awarded grant funds vans in FY17.
- Advantages, Inc. has been financially solvent for each of the last 12 years and has been able to purchase vans from existing funds.
- Each Waiver Plan of Care can include transportation reimbursement to direct-care staff when the transportation is for community integration purposes.
- Fleet of Agency-owned vehicles used to transport to center-based services
- The agency has 4 regular vehicles available for unexpected transportation needs of consumers when the companion staff is unable to use their own vehicle.

Additional Notes:

- a) Every effort is made to increase the chances of success for individuals served by helping to identify and correct transportation barriers that exist within our community. Advantages, Inc. owns and operates vehicles that are accessible for individuals served. Advantages, Inc. offers transportation services to consumers receiving services through our agency. Staff collaborates with other transportation providers, i.e. medical, to assist consumers with acquiring the needed assistance to access medical appointments.
Examples of strengths in this area include such things as: numerous agency vehicles that provide transportation to consumers attending DDTCS centers. Advantages, Inc., Inc. requires that waiver workers have a driver's license and

reliable transportation so that they can assist waiver consumers with community integration goals, staff assist with making appointments with the local Medicaid transportation vendors for medical transportation, all transportation staff are trained and qualified to operate the organizations vehicles, yearly grants are submitted to obtain new vehicles.

- b) Agency-owned vehicles receive routine maintenance to help extend the life of the vehicle.
- c) Advantages, Inc. case managers for the Home & Community-Based Waiver program include funding for reimbursement of non-medical miles in consumer's Person-Centered Services Program Plan that allow for community activities. The agency uses other available grant funds to help the consumer pay for transportation needs that are not paid for through their Medicaid service plan.

Transportation Weaknesses:

- Rural area with no public transportation.
- Medicaid does not provide reimbursement for medical miles for agency staff to transport the consumer. Securing a Medicaid transportation provider to transport a consumer requires communication of information and only covers the consumer and not staff that may be required to go with the consumer to assist the medical team in understanding the consumer's needs.

Additional Notes:

Medicaid limits bus route distances and time on a bus even though the consumer has a "choice" of where to go for services. Their own decision causes some individuals to have to go to another provider that is closer even if the provider they choose is willing to transport. Consumers living in the far reaches of the County may not receive the necessary transportation required to attend. This also limits our ability to reach bordering counties where services are unavailable, which hinders accessibility to program services as well.

Ashley, Drew, Bradley nor Lincoln County has public transit. It is also hard to schedule Medical Transportation Services because of the distance to specialists in Little Rock and although the cost to the person needing medical attention is free, if they need a family member to ride with them or another escort, that person must pay.

Recommendations for solution:

- a. Advantages, Inc. will continue to apply for Arkansas 5310 grants in order to purchase new vans. Other vans will be purchased as funds are available.
- b. Administrative staff will stay active in the Arkansas Statewide Transit Coordination Plan work group to study transportation needs within the state.
- c. Case Managers will continue to assist consumers with making reservations for medical transportation. If the consumer does not have funds available to pay for the staff member's cost to ride the Medicaid Transport Vehicle, the agency will access Family Support Grant Funding.

ENVIRONMENTAL:

Recognizing that environmental factors can have a profound effect on the individuals that we serve as well as agency staff, our organization will continue to strive to provide service sites that are free from environmental barriers. Environmental barriers may occur in the home of the consumer, the work-site of consumers and employees, or in physical office or service sites. Such barriers will be addressed, as required, in quarterly health and safety meetings. Upon discovering that such a barrier exists, a corrective action plan will be developed. Implementation of this plan will occur as soon as practical and as monies are identified in the budget.

Strengths:

- Monthly inspections at all locations.
- The agency has a method to allow for consumers, families, or staff members to request an accommodation of their work hours, work place or physical office space, or in home modifications.
- The management team reviews all requests and applies the appropriate ADA rules and regulations. Modifications or accommodations will be included in the Accessibility Plan for any reasonable request within guidelines.
- A review is completed at entry and during the annual review process to identify any needs for home modifications or other types of assistive devices needed to assist the consumer with living as independently as possible within the community.
- All plans must address environmental needs.

Weaknesses:

- Funding for in-home modifications for waiver consumers is limited to \$7500.00 per year and has limitations such as the modification can't add square footage or value to the property.
- There is no funding available for environmental modifications for children or adults that are not served through the waiver.
- Available affordable housing in areas the consumer will feel safe (see housing)

Recommendations for Solution:

- a. Waiver Case Managers will include the environmental modification on the waiver plan of care not to exceed the limit; however, they will also track down resources available through other providers, churches or community volunteers to assist with the modification in order to make the most out of the money.
- b. Center Directors/Supervisors, Case Managers and/or service coordinators will submit any need for an environmental modification of a consumer's home to the Executive Director for consideration or to be placed in the Accessibility Management Plan. If the accommodation and the individual or family meets criteria for use of Family Support funding, the Executive Director may approve the request, if funds are available.
- c. Center Directors/Supervisors, Case Managers and/or service coordinators will refer the individual or family to other providers that may offer assistance with the accommodation needed.
- d. Center Directors/Supervisors will assist any employee with a request for an accommodation for any environmental barrier concern.

FINANCIAL:

Staff and board members of Advantages, Inc. understand the importance of finances and the direct impact that these finances have on agency personnel, individuals served, and the community at large. Advantages, Inc. will strive to maintain sufficient funds for each and every program of the agency. The organization also pledges to advocate not only at local levels, but also at legislative levels for increased funds. Advantages, Inc., Inc. staff members will work together to promote activities to directly raise monies for support of programs and the individuals served via the programs.

Strengths:

- Advantages, Inc. uses a Strategic and Risk Management Plan to guide the agency by addressing financial risks and implementing the strategy to face the risk
- Advantages, Inc. staff continually assists individuals served with obtaining and/or maintaining their funding sources and accessing entitlement programs, the organization actively applies for grants, the organization maintain membership in the statewide provider association to stay abreast of any adverse legislation that could affect funding.
- Advantages, Inc. has reserves available to adequately function within standards.
- Advantages, Inc. has not had a material audit exception included in the annual audit in the past 12 years.
- Financial Policies and controls are in place to enable management to closely monitor spending vs. income.
- The Professional Code on Conduct and Ethical Standards allows for employees or other interested parties to report waste, fraud and abuse without fear of reprisal.
- Advantages, Inc. has a strong Corporate Compliance Plan in place.
- Advantages, Inc. conducts regular reviews of internal documents.

- Monthly financial reports are given to the Board for review and show revenue and expenses against budgeted allocations and year-to-date figures.
- The agency offers bookkeeping assistance to waiver consumers at no expense to them.
- Case Managers offer budgeting advice to consumer's and goals are placed in the individual's plan of care as needed
- Executive Director serves on state committees currently reforming Medicaid within the State.
- Advantages, Inc. has a procedure in place to implement corrective action when a division within the organization shows an unexplained loss for 3 consecutive months.
- Advantages, Inc. provides budgeting and bookkeeping support to consumers without a fee for service. Records are kept by individual consumer and reviewed with the consumer regularly.

Weaknesses:

- Program hours of 7:30 to 3:30 do not give any additional leeway for late arrivals due to Medicaid billing requirements of whole hours. In addition, many parents have requested extended hours due to work.
- Advantages, Inc. relies on Medicaid funding for operations. Medicaid funding levels are adversely affected by the health of the economy. Furthermore, it is not yet understood how Medicaid may be affected by Federal Legislation in 2018.
- The State will hold a bi-annual Special Legislative Session in February, 2018 to address DHS funding, including the AR Works Program that is somewhat tied to funding in the Affordable Care Act under the State's Medicaid Expansion.
- There is no other funding source to allow us to serve eligible people that do not qualify for Medicaid, TEFRA or ArKids A.

NOTE: Changes to the Medicaid Service and Payment Model due to be implemented in fall, 2018 have not been fully approved through the promulgation process. Changes may be phased in by Program throughout FY18. Pending:

1. Medicaid and DDS Licensing & Certification Standards have not been issued for any of the programs;
2. Independent assessments by the third party contractor have not begun;
3. Payment tiers have not been identified for Waiver services;
4. The children's model has not been approved; therefore, providers are uncertain of the full financial impact;
5. Adult Development services may be impacted by the AR Works Program which includes supported employment services and the State may seek a separate waiver for adult DDTCS. The impact, therefore, cannot be identified.

Children's services will require a third party entity to perform a development screening on all children referred for services prior to seeking a prior authorization for a full

developmental assessment. This may work for the benefit of Advantages, Inc. in Crossett since the PCP's there are not supportive of developmental services for children. If the screening tool is done by independent party, the Dr.'s may perceive the quality of the screening officials to be more accurate than those done by the provider; thereby allowing further assessments for developmental and physical delays. PCP's may prescribe the services more freely.

Additionally, State Officials are seeking to reduce the number of service hours, rate of reimbursement and require that children must have at least one therapy need (Speech, OT, or PT) in order to meet service admission requirements. This would adversely affect budgets at all locations since we serve children who display developmental delays, but delays are not at a level severe enough to require therapy. These children would be denied developmental delay intervention.

Recommendation for solution:

- a. Advantages, Inc. will conduct a feasibility study for including private pay services for before and after school childcare and for a summer program of school-aged children. The changes with the preschool pay structure and proposed limitations of the number of allowable hours to bill per day may require that the hours of operation change in order to accommodate all allowable developmental intervention and prescribed therapies. Management staff will continue to follow proposed regulations and advocate on the state level, as needed.
- b. Management staff will attend all Medicaid information meetings and will track proposed federal changes in funding.
- c. The Executive Director will remain involved in the Provider Association and be active in planning alternative methods for funding.
- d. The Executive Director will maintain contact with Federal and State representatives in regards to issues that will affect Advantages, Inc.'s ability to provide services to our consumers with or without a funding source.
- e. Apply for grants and hold fund raising events to supplement funding.
- f. Explore other funding streams for possible changes in services offered.
- g. Explore Head Start and Early Head Start grant opportunities.

EMPLOYMENT:

Strengths:

- Advantages, Inc.'s Personnel Policies and Procedures prohibit discrimination of any sort based on a person's disability or any other Federally-protected class.
- Advantages, Inc. will address all written requests for workplace accommodations and strive to meet reasonable requests.

- Advantages, Inc. will make appropriate referrals to other provider agencies, as needed.
- Advantages, Inc. completes a monthly safety check that addresses any newly identified accessibility barrier.
- Advantages, Inc. offers part-time employment to qualifying individuals attending the adult development program.
- Advantages added Supported Employment to the Waiver Certification and has several individuals certified as job coaches.

Weaknesses:

- Lack of sufficient funding at the State/Federal level for supported employment.
- Lack of understanding by family members and/or consumers of benefits to working vs. the reduction in their monthly SSI check.
- Consumers must have the ability to work with a level of independence and without close supervision
- Lack of employers willing to work with the agency in supported employment efforts.
- Transportation services to and from a consumer's workplace is not reimbursable and there is no public transportation options.

Additional Notes:

Consumers would like to work more hours but limitations on earnings and the fact that they are paid minimum wage holds them to only working 2 hours per week.

The agency is receiving consultation services through a DHS/ARS grant for implementing AR Works/Employment 1st Supported Employment program.

Recommendations for solution:

- a. The adult center will include goals and objectives in consumer plans that include learning skills needed to advance to employment with the agency.
- b. Continue to work with statewide organization and work groups to redefine Medicaid services and supported employment in Arkansas that includes lobbying Congress/Senate to enhance funding for supported employment.
- c. Will seek training materials for consumers, family members and other concerned parties regarding the "Working Disabled" program, or host a speaker.
- d. Ex. Director will address the possibility of building a fleet to transport consumers to and from work locations for a small fee.
- e. The agency will build business relationships with area employers.

Note: AR Works is tied to sections of the Affordable Care Act. The State Legislature will again address Medicaid Expansion and AR Works in the February, 2018 Fiscal Session. AR Works, Supported Employment, is not

moving forward smoothly at the State level. Providers are unsure what direction this program will take.

Advantages, Inc. sees this program as a new revenue stream when/if the program begins to move forward at a steadier pace.

Ancillary Services- Therapy and Day Habilitation

Barriers

All Centers:

Funding for services is limited to Medicaid-eligible children and adults only. Currently Private Pay Insurance does not cover center-based services. Therefore, although they meet eligibility requirements, these individuals cannot be served without a funding source.

Rural nature of our service area translates to a large population of need, but a low number of therapists to meet the need.

Preschools:

A DDTCS facility has been excluded as meeting the Federal Early Intervention meaning of “natural environment” although children between birth and 5 years of age are often found in a preschool setting. Therefore, we cannot provide therapy services at the DDTCS facility on an out-patient basis. Most therapy providers would rather see children in one location rather than travel the rural area we are located in to provide a short service. This decision may eliminate some children from service.

There is a shortage of Therapists in all disciplines in SE AR which breeds salary competition for therapists.

The Star City DDTCS is temporarily located and is only large enough for 38 children. They are at capacity and have a waiting list. NOT SURE IF THIS IS STILL TRUE

PCP's that have had their rates cut and are participating in the Medical Home Model are reluctant to write prescriptions for children to attend DDTCS.

Recommendation for Solution:

- a) The Executive Director and Management Team will be involved in Medicaid Transformation workgroups to secure funding from insurance companies that will be represented on the Insurance Exchange under the ACA.
- b) The rural nature of the Southeast area of Arkansas presents a problem with accessibility to medical and therapy services. The agency will continue to advertise for therapists and try and locate therapy firms to contract with for needed services. At the time of this writing, we have a full therapy staff that is shared between centers.
- c) As an alternative all children qualifying for ancillary therapy services will receive notification of the child's qualification and a referral list of other providers that may be able to provide the services. Staff will assist in the transition of services.
- d) The agency will arrange for a hearing specialist to provide hearing screenings at each center.
- e) The agency will continue to provide PCP's with documenting supporting the need for the services and advocating for individual children and parents. Some new criteria and evaluation processes that are being developed may alleviate some of the concerns PCP's have with the services.
- f) The Board is contemplating an expansion of the facility in Star City; however, they are waiting on the final Children's Service Model to be released.

Adult Development

Strengths:

- Good location and open building flow
- Abundance of fun activities and socialization through field trips and outside sources
- PCP's do not question the need for services and quickly write prescriptions

Weaknesses:

- Therapy can only be offered to adults if they attend a DDTCS facility.
- Transition from High School to Adult Development Program
 - High School Special Education Departments are not consistently including us in transition meetings due to transition conferences starting at age 16 and a true lack of understanding of our programs
- The program is full and cannot accept new enrollments

Recommendation for Solution

- Once the program and payment system changes are made by State officials, Agency management will assess the financial impact and make appropriate decisions on a building expansion.

- Appropriate management staff will maintain relationship with area school counselors in order to remind them to invite the agency to transition conferences for high school students.

HOUSING:

Strength:

Case Managers are knowledgeable and available to assist with Section 8 housing applications and available landlords.

Weaknesses & Barriers:

- a. Advantages, Inc., Inc.' provides Waiver Home & Community-Based Services in 14 counties located in SE Arkansas. The area is very rural and economically depressed. There is a lack of affordable housing and low income rentals which presents issues for consumers desiring access to community living. Coupled with the problem of a lack of general housing is the attitudinal barrier that exists with the property owners and sometimes neighbors.
- b. Affordable housing often is only found in depressed, crime infested areas of the communities where individuals are served. Parents/guardians of adults fear for the safety of their family member, thus often keep them at home rather than letting them live in their own apartment which limits the consumer's ability to fully grow as members of a larger society.
- c. Property owners are at times afraid to rent to one of our consumers because the consumer must be the lease and they are unsure of their ability to get rental payments or evict the consumer.

We have had consumers in the past with difficult behavior problems whereby rental property has been destroyed. However, if the consumer does not have the means to repair the damage, Advantages, Inc., Inc. has always done so as a good faith gesture to property owners so that future rentals would not be influenced by a bad experience.

There have also been issues, with some of our consumers who have difficult behaviors, of neighbor complaints. The neighbors of consumers have called the property owner to complain about activities/behaviors of the consumer living in their rental property. This influences whether or not the property owner will rent to our consumer.

- d. The lack of housing, coupled with the transition from one of the State's Human Development Centers, causes a long waiting period for a person to transition into the community. Additionally, an individual leaving a HDC does not have furniture, appliances, kitchen needs, start up food and supplies any other household item or funds available for deposits. They

also have only SSI; therefore, unless they can get a housing subsidy, they do not have the means to live in their community of choice, often prolonging the transition process.

Recommendations for solution:

- a. Advantages, Inc. staff will make every effort to assure property owners that Advantages, Inc. would assure that any damages to their property would be repaired.
- b. Case Managers will assist with the application and re-certification for Section 8 housing vouchers for consumers.
- c. Advantages, Inc. will promote full access to community based housing for individuals with developmental disabilities by maintaining relationships with property owners that offer property for lease and assist individuals in obtaining Section 8 housing vouchers to ensure full access to community life and prevent further institutionalization.
- d. The agency will use our Facebook page and other community outreach agencies to try and secure needed household items for those we serve.
- e. The agency will use private fund donations or available grant money to assist with the start-up costs for consumer's transitioning from an HDC into our services.

COMMUNITY INTEGRATION:

Strengths:

- All Plans of Care, IFSP, IEP, PCSP, and IPP's address any recognized barrier and plans for reducing the barrier.
- Advantages, Inc. understands that consumers must have all ancillary services they qualify for in order to effectively live in the least restrictive setting and prevent institutionalization.
- The Agency is a member of the local Athletic Club that covers both employees and consumers
- The Agency is involved in Special Olympics
- Center-based services for children and adults use field trips as a learning tool and to integrate consumers into different community activities.
- The agency accesses St/XX grant funds to assist with needs to pay activity fees

Weaknesses:

- Consumers live on a very limited budget and the largest part of their monthly earnings goes towards rent and utilities leaving very little for other needs. Access to food stamps, Section 8 housing, personal care and medical appointments is obtained through an application process.

- Ancillary services require a long application process that would eliminate many of our consumers from receiving services because of their inability to complete the forms or express their needs.

Recommendations for solutions:

- a. Advantages, Inc. case managers will continue to assist all consumers with applying for and maintain food stamps, utility assistance, commodities, healthcare, etc.
- b. Advantages, Inc. will monitor community action groups and advise consumers when there are additional free or affordable services available and will notify consumers and staff through a posting on the web-site, posting at service site or by phone.
- c. Advantages, Inc. will include a newsletter with calendar of events on the website to inform the public of our services and will continue to build relationships with the surrounding local school districts.
- d. The agency will use social media to try and secure donations of needed goods and items needed for independent living.
- e. The agency will access individual support grant funds for individual consumers attending the adult center that will be earmarked for costs of field trips and other outings.

IDENTIFIED BARRIER AND PLAN FOR REMOVAL FY 2018

Coding for Chart:

Priority	Cost
A = This year B= Next year C= 3 years D= Continual	Staff Time \$= 1-99 \$\$ 100-500 \$\$\$ 500++

BARRIER	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
ATTITUDINAL						
Perception of community of people with disabilities as contributing members of the community.	1. Increase volunteer activities where we give back to the community through service organizations and include consumers whenever possible in volunteer activities	A & D	Staff Time SSS		June 2018	All Advantages, Inc. Staff
	a. 4 volunteer activities during FY for staff and/or with participation of consumers	A&D	Staff Time		June 2018	Program and Ctr Dir, Cons. Council
	b. plan 4 field trip opportunities for consumer Community Integration	A	Loss of billing and cost of activity SSS		June 2018	Center Directors Consumer Council Representative
	c. Srv Org Memberships- 6 management staff	A & D	Staff time SSS		June, 2018	Supervisors, or designee
	2. publicity of volunteer and other activities.-	A & D	Staff Time Ad cost \$\$		June, 2018	Prog Dir, Supervisors Management Team and other staff as assigned
	a. 5 articles per FY (newsletter, website, Facebook, media)					
	3.Distribute informational packets at various community events or speaking engagements.	A& D	Staff Time Print Cost		June 2018	Program Director and center directors
	a. host at least 2 community service organ meeting	A	Staff time & Hosting Cost SS		June, 2018	Prog & Cntr Dir & Management Team
	b. attend transition conf at public schls	A&D	Staff time		June, 2018	Adlt Prog Dir or rep
	Staff may not be aware of “people first” language or how to support their consumer in the community	1.Training will include how to focus on abilities rather than disabilities and “people first” Topics/language. a. Purchase training material, send	A & D	Staff Time \$\$\$		June, 2018

<p>The need for PCP's to understand importance of services</p> <p>New Legislators need to be informed about importance of community-based services and Medicaid funding</p> <p>Dev Bs. Contacts to inform them about benefits of hiring our consumers</p>	<p>staff to conf/training or host speakers</p> <p>Send informational packets and articles to the local doctors about service impact at critical times during reform</p> <p>Management will stay abreast of legislative issues affecting services</p> <p>a. remain active member of DDPA</p> <p>b. Contact Rep/Senator for our service area to visit our facility</p> <p>c. follow legislative alerts and "call to action" reports and respond appropriately</p> <p>Prog Director will proceed with Emp 1st program</p>	<p>A</p> <p>A & D</p> <p>A & D</p> <p>A & D</p> <p>A & D</p>	<p>Staff Time and cost materials-\$\$</p> <p>Staff Time \$\$\$</p> <p>Staff Time</p> <p>Staff Time</p> <p>Staff Time \$\$</p>		<p>June 2018</p> <p>Annual Dues-June 2018</p> <p>June 2018</p> <p>June 2018</p> <p>June 2018</p>	<p>Ex Dir</p> <p>Ex Dir</p> <p>Ex Dir, Bd Members, Mngmnt Team</p> <p>Ex Dir</p> <p>Prog Dir</p>
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COMMUNICATION and Technology	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
Lack of Staff knowledge of sensory and communication disabilities	1. Provide CI during new hire training	A, B & D	Staff Time and training costs \$\$\$		Yearly thru June 2018	Program Managers, CM, SPED, Therapists
	2. Annual review training will include CI	A, B, & D	Print cost \$\$\$		Dec 2018	HR Dir
	3. staff meetings, trainings/conf done by outside entities	A & D	Staff time Cost of materials or speaker \$\$\$		June, 2018	Prog Dir Center Directors Therapists
	4. Obtaining new training materials for "check-out"	A&D	\$\$\$ Staff time \$		June, 2018	ADF&HR Center Directors
Limited network of volunteers or contractors for interpreting services for Spanish or deaf	1. .Maintain the list of people who are contracted with Advantages, Inc. for fee for service	A&D	Staff time to develop relationships \$\$\$		June, 2018	ADF&HR Center Directors
	2. hire English/Spanish speaking emp at each ctr location	A&D	60,000		June, 2018	Prog & Ctr Dir
	3.use demographic information for strategic planning for staffing & programming needs	A&D	Staff time \$\$		June, 2018	Ex Dir & Mngmt Team
Limited computers available for consumer use for communication	Use the IT plan as basis for rotating used computers a. recycle old computers to use in preschool or adult center	AB&D	\$\$		June, 2018	IT Specialist
alternative communication for non-verbal consumers	a. Work with therapy/teaching staff and consumer to assess ability to verbalize or gesture needs and develop a picture book or cards to assist them with communication	A&D	\$\$\$		June, 2018	Waiver Specialist/ staff, Therapist, Special Ed Instructors, Ctr Directors/Supv “ “

<p>Communication regarding the agency, services and events is not easily disseminated and available to community</p>	<p>b. Mngmt staff will receive cont training on new technology used in comm, as needed</p> <p>Annual review of website/facebook page that is user friendly and posts information about the agency, services and events and obtain annual input as to its' "friendliness"</p>	<p>A&D</p> <p>A&D</p>	<p>\$\$</p> <p>\$\$staff time And contract labor</p>		<p>June, 2018</p>	<p>Waiver Specialist/ staff, Therapist, Special Ed Instructors, Ctr Directors/Supv</p> <p>IT Specialist</p>
<p>Lack of technology used to assist individuals served in communicating their needs.</p>	<p>Research computer technology, phone technology, etc and resources available to assist with purchase.</p> <p>a. Refer to AR Rehab or other generic service provider</p> <p>b. use Family Support Funding as payer of last resort for needed equipment</p>	<p>A &D</p>	<p>Staff time and > 1,000</p>		<p>June 2018</p>	<p>Program Director and Therapist</p>

TRANSPORTATION	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
<p>Lack of public transportation within community</p> <p>Access to Medical Transportation provider takes the ability to communicate where/when the consumer needs to go for services</p> <p>Cost of Medical transportation with the Medicaid provider only covers the consumer- not escort staff</p> <p>No comm transit system to assist consumer to get to/from work</p>	1. Stay active with Statewide Coordination activity	A & D	Staff Time		June 2018	Executive Director
	Apply for federal funding for purchase of new vans	A&D	Staff timefor contract and/or grant Preparation Plus match= \$15000.00		June, 2018	ADF&HR ED ADF&HR
	Case managers will assist by scheduling transportation for the consumer	A & D	staff time		On going As needed	Case Managers
	1.Access family support funds, as needed	A	Staff time		As needed	Case Managers
	1. Research use of agency cars to begin a transport serv with small fee	A	Staff Time		Sept 2016	Ex Dir

FINANCIAL	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
<p>Advantages, Inc. operates on Medicaid funding for services. The economy is the driving force for cuts.</p>	<p>b) Look at alternative funding 1. Apply for grants as they become available.</p>	A & D	Staff Time Annual = \$1,000		June 2018	Executive Director and Program Director
	<p>b)Advantages, Inc. will remain a member of DDPA and management will attend funding meetings and stay involved in statewide Medicaid reform</p>	A &D	Staff time		June 2018	Ex Director AD/F&HR Center Directors
	<p>c)Management staff will stay in contact with legislative representatives at federal and state levels to educate them in how policies affect our ability to serve consumers.</p>	A&D	\$3,000 annual		June, 2018	Executive Director
	<p>d) conduct 2 fundraising events</p>	A&D	Staff Time Minimal expenses		June, 2018	Executive Director Supervisors Board Members
	<p>e)will explore other methods of payment such as private pay and longer operating hours</p>	A&D	Staff time Minimal Expenses		June, 2018	Executive Director Supervisors
	<p>f) will conduct a survey to gage interest and need for extending hours of operation</p>	A	Staff time		June 2018	Prog Dir
	<p>g)research other funding sources 1. Medical Transportation 2. Emp Transportation 3. Children's services 4. Personal Care 5. Head Start</p>	A.	Staff Time Unknown startup costs		June 2018	Ex Dir, Prog Dir, Mngmnt Team

SERVICES Therapy/Day Hab	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
	b)Attend transition conferences	A	Staff Time \$\$		June 2018	Program Director- Adult Development Consumer Council
	c)hold an open house activity for parents and students	A&D	\$\$		June, 2018	Program Director- Adult Development Consumer Council
	d)work with ARS/DHS to inform local LEA of Emp 1 st requirements and pre job skills training.	A & D	\$\$\$		June, 2018	Program Director- Adult Development Consumer Council
	a)Staff will asses individual and family needs and assist with the application process	A	Staff time		June, 2018	Program Director- Adult Development
	b) outcome measures will track enrollment process and set goals for timeframe	A& D	Staff Time \$		June, 2018	Ex Director/ Program Director- Adult Development
	advertise for needed discipline	A&D	Staff time SS		June, 2018 As needed	Program Director- Presch Dir

BARRIER	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
ARCHITECTURAL						
Administration Building Bathroom sinks in the admin building are not wheelchair accessible and soap dispensers are not within reach of wheelchair	Will rework the cabinetry to allow for wheelchair to access sink. In the meantime, Advantages, Inc. will provide antiseptic gel to clean hands.	C	1,500+		June, 2018	Executive Director AD/F&HR
Entry doors are not automatic	Staff assist with entry and exit as appropriate due to major building construction to reconfigure entrance.	C	15,500		June, 2018	ED
No alarm systems with lights and sounds.	Will use air horns/whistles to signal alarm. All offices have flashlights. Exits are lighted. Assistance will be given to people needing it. this will continue to be on the plan and reviewed annually for funding of installation.	A & D	Staff time	Will continue with alternative in FY18 as funding will be affected by reduction to MCaid Reimb rates.	June, 2018	ED ADF&HR
Individual office doors need latch type handles	Accessibility issue will be immediately addressed as it arises. There is no current need to change out any knobs	A&C	\$\$\$	The agency understands current knobs may present an issue in the future and will make all changes when immediately when issue arises	June, 2018	ED ADF&HR
Kitchen may not be accessible to larger wheelchair	There is no current issue. If an issue arises, the agency will consider any reasonable accommodation needed or requested.	As needed	unknown	When develop an alternative plan or make reasonable architectural changes as requested	As needed And reviewed annually	ED ADF&HR

		Acknowledge there may be an issue and will address as needed			As needed and reviewed annually	ADF&HR ED
Star City Preschool						
Locations do not meet all ADA regs	Have purchased land and will cover ADA with new construction	C	\$\$\$		June, 2018	Ex Director
does not have designated ADA parking	Designate a spot for a sign to be at all locations	A	\$\$		June 2018	Prog & Center Director
No emergency exit lighting in 2 buildings	Use flashlights and emergency plans posted (rental property)	A	\$		On-going thru FY	Prog & Center Director
SS#3- Crossett No alarm with both sound and lights	Cannot address due to lease agreement with school district Temporary solutions: Flashlights/emergency exit maps posted and staff assistance	A	Estimates are \$10,000 and up		On-going Negotiations With owner	Executive Director Center Director
Doors do not have automatic access	Staff will assist as needed	A	Staff time		On-going Negotiations With owner	Executive Director Center Director
Door knobs not easily opened- latch knobs would be easier	If the need arises for this type of accommodation, the agency will work with the owner to change out only knobs used by the person requesting the accommodation.	A	\$50 per knob		On-going Negotiations With owner	Ex Director Center Director
No signage on bathrooms or common areas	If the need arises for this type of an accommodation, the agency will work with the owner to install signs where needed.	A	\$25 per sign		June, 2018	Ex Director Center Director
Playground equipment not ADA compliant	Will purchase small toys or equipment that could be used easily although still not meeting ADA regulations- will get advice from therapists	A	\$2000		June, 2018	Ex Director Center Director

Adult Development						
No automatic doors	Will replace as funds are available- temporary will use staff and other consumers to assist	C	Remodel of entryway will be required 8000		June, 2018	Accessibility Officer ADF&HR
Emergency lighting does not have sound	Will use flashlights, emergency exit maps and staff assistance as temp solution Will install as funds are available	C	1500		July, 2018	Accessibility Officer ADF&HR

EMPLOYMENT	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
Lack of funding for supported employment	Work with state organization to lobby at federal level for funding	A&D	Staff time		June, 2018	Executive Director
Lack of understanding by family members about loss of Medicaid check when earning money	get a speaker and host a family/consumer conference	A & D	\$\$		June, 2018	Ex Director
Jobs within the agency for consumers are limited to those that need only minimal supervision	Include goals/objectives in the adult dev plans that will assist the consumer in learning skills necessary to work independently	A&D	Staff time		On-going	Center Director
Lack of Supported employment Funding and partners	a)develop partnerships with area employers	A&D	\$\$\$ Staff Time		a)June 2018 b)ongoing C)ongoing	ED & Mngmt team

HOUSING	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
Lack of safe/affordable housing in the area and assure landlords they are safe to rent from our consumers Start-up needs when a consumer transitions from HDC	a)will maintain a list of landlords with Section 8 housing	A	Staff time		July,2018 On-going	Pro Dir & CM
	b)will work with possible landlords to ensure coverage for damage	A	Staff time		July, 2018 On-going	Prog Dir & CM
	c)assist with app for section 8 housing	A & D	Staff time		As needed	Case managers
	access generic funding sources or use facebook and other media to ask for donations of goods	A & D	Staff time		As needed	Case managers IT

Community Integration	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
Limited budget to use for recreational use	a) access grant funds to hold in consumer account for field trips/recreation	A & D	\$\$\$		June, 2018	Case managers Lead Instructor
	b)keep membership for cons at athletic club	A & D	\$\$\$		On-going	ED & ADF&HR
Lengthy applications for generic services needed to continue independent living	assist consumers with applications for generic services	A & D	Staff time		On-going	Case managers
Lack of communication of community resources	use newsletters, facebook, website and other social media to inform consumers and families of various community resources as they become available and to request needed donations of goods					Case managers

Environmental	SOLUTION	PRIORITY	COST	STATUS	DUE DATE	RESPONSIBLE PARTY
Environmental modification limit of \$7500 per year with restrictions on use	a)Case managers will work with family to identify greatest need and include the need on the annual POC	A & D	Staff time			Case managers
	b)CM will assist with referring to generic service providers for additional assistance	A & D	Staff time			Case managers
	c)possible use of Family Support funds as payer of last resort	A & D	Staff time			Case managers