



Central Fairfax Services, Inc.
Part of the ServiceSource Network

**Accessibility Report
Fiscal Year 2010
&
Fiscal Year 2011 Plan**

Background

On July 1, 2010, Central Fairfax Services, Inc. (CFS) became the fifth affiliate organization of the ServiceSource Network. Thus, the FY 2010 Accessibility Report and FY 2011 Plan reflect the transition of CFS into the Network.

Corporate Mission

The mission of the ServiceSource Network and its affiliates is to provide individuals with disabilities an exceptional service delivery experience through innovative and valued employment, training, rehabilitative and support services.

Corporate Vision

The ServiceSource Network will provide the best service experience for people with disabilities and, in so doing, will create an environment in which we will attract and retain mission focused employees, customers, families and supporters who will be committed to our mission.

We will achieve our vision through the power of our people and leadership, commitment to innovation, effective alliances, efficient use of information management resources and proven financial strength.

As a result, the ServiceSource Network and the people we serve will be active, integral, and valued members of the communities where we operate.

Corporate Values

In all we do, we value:

- Respect for the people we serve and for their individual needs and choices
- Exceptional service delivery
- Commitment and passion for our mission
- Ethical integrity of word and deed
- Forward thinking and action to meet changing and/or unfulfilled needs
- Continuous personal and professional development
- Readiness to accept and effectively respond to the challenges and demands of

POLICY:

Central Fairfax Services, Inc., as part of the ServiceSource Network, must comply with Network Policy 500.01 *Accessibility Plan*. This policy states:

- A. The ServiceSource Network is committed to the removal of architectural, environmental, attitudinal, financial, employment, communications, transportation, community integration or any other identified barriers to the persons served or employed within the organization and in the community.
- B. The ServiceSource Network strives to be in full compliance with all requirements of the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws and regulations.
- C. The Accessibility Plan Program, published by the Safety, Security & Risk Management Department, will act as the working document designed to support this policy. It may be found on the Employee Web Page titled Corporate Policies and resides in the Safety & Health Section.

PROCEDURES:

In order to meet the requirements of Network Policy 500.01 and the guiding document known as the *Accessibility Plan Program*, CFS has developed a written plan to address identified barriers and their elimination or amelioration on an annual basis.

To assure that CFS' plan is current and put into operation, it will be reviewed annually, first by the Vice President of Safety, Security & Risk Management; followed up by an extensive review by the Network's senior management team.

The management at CFS will assure that input is gathered from persons receiving services and incorporated into the organization's Accessibility Plan. This may be accomplished by various means including, but not limited to, input from stakeholder groups (program participants, families, staff, volunteers, student interns, funding and regulatory sources and volunteers).

The plan and progress reports will be made available to stakeholder groups.

All stakeholders are encouraged identify and assist in efforts to remove barriers for program participants. Suggestions, concerns, or identified accessibility problems can be presented at any time to the CFS Accessibility Committee and/or the Vice President of Safety, Security & Risk Management.

Members of the CFS Accessibility Committee include:

Assistant Executive Director
Community Relations Manager
Facilities Manager
Finance Director
Human Resource Manager
Office Manager
Person Centered Activities Manager
Program Manager
Program Participants
Quality Assurance Manager
Rehab Services Coordinator
Vice President, Safety

CFS Accessibility Plan Objectives

The objectives of CFS' Accessibility Plan (these objectives are consistent across the Network) are to assure that policies and practices related to accessibility for program participants, employees and other stakeholders are applied consistently and include:

- Implementing strategic objectives related to cultural diversity and greater program access for individuals with disabilities of different cultural backgrounds and for whom English is not their primary language of communication.
- Recruiting of individuals with disabilities or their personal representatives as members of the organization's leadership, staff and volunteers.
- Providing reasonable accommodations and supports to promote equal access and opportunity for individuals with disabilities.
- Participating in community efforts to promote social and economic opportunities for persons with disabilities.
- Pursuing the necessary resources to ensure that all programs and services are available to persons with disabilities that meet all necessary qualification criteria.
- Addressing the removal of architectural barriers including:
 - A self-evaluation of CFS' programs and policies related to accessibility.
 - A Transition Plan if it is determined that barriers require removal.
 - Determination of required changes with consideration of available resources.

Process for Obtaining Input from Program Participants

CFS will assure that input is gathered from program participants and incorporated into the organization's Accessibility Plan. This will be accomplished using several means: 1) as related to architectural barriers, representatives of participants who have mobility impairments or have sensory impairments (or other barriers, as identified) will be included as members of the team that provides scheduled reviews of accessibility in all locations. 2) As related to other potential barriers, participants and other stakeholders will be given an opportunity to provide input prior to the development of the plan.

As an enhancement to the input process in the future, Accessibility Plan Program activities, tracking and trending are incorporated into the Safety Committee process to ensure that accessibility issues will be addressed regularly and not just annually, based on a "report" need.

Input from Participants, Personnel and Other Stakeholders

In FY 2011, input from participants and other stakeholders will be gathered both formally and informally. Questions related to accessibility will be included in program participant satisfaction surveys and by interviews, staffings, and group meetings. Questions regarding accessibility to programs are also included in satisfaction surveys provided to families and other stakeholders, as applicable. Information gathered through the input process will be incorporated in the plan.

Individuals participate in their own planning process based on their abilities and interests. Through various assessment tools, staff, participants and stakeholders identify strengths and preferences, as well as barriers and obstacles (including risks) to meeting their goals/objectives. Those barriers and requests for reasonable accommodations are documented and, as appropriate, acted upon. Plans are dynamic and are updated as required.

Staff members throughout the organization are encouraged to be involved in a wide variety of committees, associations, advisory groups, and attend field-related conferences. Through this involvement and the interest of management in feedback, valuable information is gained from other stakeholders regarding accessibility issues facing people with disabilities in accessing services and in their communities.

Stakeholders are encouraged to work with the CFS Accessibility Committee to identify and suggest solutions related to possible barriers to their full participation in programs or employment. They are encouraged to become involved in groups (i.e., Consumer Council, Safety Committee) through which their input will ensure consideration of accessibility issues. Similarly, they are encouraged to participate in outside groups and organizations addressing accessibility issues throughout the community.

Accessibility Surveys/Checklists

The facility is examined related to all possible barriers related to accessibility on a monthly schedule (part of the safety process). The “The Americans with Disabilities Act Checklist for Readily Achievable Barrier Removal” or the Annual Accessibility Plan Review checklist (SSN created form) are the preferred forms for use to conduct surveys; however, there are no limitations placed on employees, participants, stakeholders, etc., to identify any accessibility issue.

Request for Reasonable Accommodations

CFS is committed to providing reasonable accommodations to assist participants and employees to access benefits and privileges that are equal to those enjoyed by others. Likewise, it is the practice within all parts of the organization to examine requests for accommodations and to assess trends and implement changes to environments that increase accessibility.

Participants are provided the opportunity to discuss their accommodation needs during individual planning and progress meetings and those are incorporated into the plan for that individual. More global accommodation issues are discussed at group meetings and by other means as identified throughout this document. In the initial interview process and thereafter, staff members are encouraged to discuss any personal accommodation that may be required with supervisors, Human Resources, and/or the Safety, Security & Risk Management Department.

Integration of Participants Into Their Community of Choice

CFS is committed to assuring that participants are able to exercise choice, thus allowing them to be integrated into places where they live, work and play that are of their choosing. To that end, CFS works and plans closely with the individuals they serve to assure that they can make informed choices. Likewise, as indicated throughout this document, CFS is committed to the removal of all types of barriers to accessibility, not only in the work and learning environment, but also in the greater community. Management and staff members are encouraged to participate in civic, community, and other groups and assume the responsibility of education and advocacy to minimize attitudinal and other barriers.

Attitudinal Accessibility

We believe that our Values Statement strongly reflects our commitment to treating those we serve with dignity and respect. This commitment is evidenced by our efforts to provide relevant training on disability awareness to staff, self-advocacy training for the participants, and a continual process to solicit regular feedback from our program participants to see how well our staff interacts with them.

Our Vision, Mission and Values Statements reinforce our commitment and are further strengthened by the staff and Board Codes of Ethics.

Architectural Accessibility

CFS is committed to operating its programs and services in barrier free environments. It is the objective of CFS that all facilities are equipped with accessible entranceways, restroom facilities and program areas. On an as needed basis, individual accommodations for environments requirements are evaluated and provided to ensure that individuals are given full and equal access to their settings, in order to support maximum participation in the program.

Environmental Accessibility

CFS recognizes that community integration is a critical component to fulfilling our corporate mission of creating opportunities for individuals through valued volunteer, recreations, employment, and support services. CFS also recognizes that technology plays a critical role in leveling the playing field for creating opportunities for people with disabilities. As a result, CFS is attempting to increase a variety of programs to provide training and access to technology and community integration for our program participants.

Employment Accessibility

CFS strives to promote full inclusion and accessibility in helping program participants to achieve employment outcomes. As an employer, it is the policy of CFS to actively recruit, employ, accommodate and retain qualified individuals with disabilities.

Transportation Accessibility

CFS is committed to providing and assuring safe and reliable transportation to our program participants, where feasible, and to encouraging the enhancement of transportation options for individuals with disabilities to ensure that transportation barriers to employment, programs and services are overcome.

Throughout the process of obtaining input related to accessibility, the lack of safety and reliability with transportation provided by non-CFS providers continues to be an issue of major concern.

Communication Accessibility

CFS is committed to ensuring and promoting effective communication throughout its programs, services and employment opportunities. A good faith effort will be made to accommodate any participant, employee or other stakeholder who requests an alternate form of communication (Braille, large print, etc.), including translation of materials into languages other than English.

Financial Accessibility

CFS remains committed to utilizing its resources to remove barriers to programs and services that benefit people with disabilities and their families. Financial viability was a key reason for affiliation with the ServiceSource Network effective July 1, 2010.

Community Integration

CFS works hard to assist its participants with integrating into the community. CFS recognizes that many program participants have restrictions (i.e., medical, safety, guardian instruction, personal preference) that preclude or limit community integration activities. These restrictions, while open to continuing discussion and review, are respected by CFS staff at all times.

CENTRAL FAIRFAX SERVICES, INC.

Part of the ServiceSource Network

ACCESSIBILITY REPORT: FY 2010

BARRIER	STRATEGY	STATUS
I. Architectural and Environmental		
Need additional changing room	Convert storage rooms into changing rooms	<u>Completed</u> and in use.
Steps at Door 4	Construct ramp	<u>In progress</u> . Architectural plans submitted to Fairfax County Permit Office.
Manual faucets at hand washing sinks	Replace with hands free faucets as necessary	<u>Ongoing</u> . Six of 27 faucets are hands free.
II. Attitudinal		
Lack of public awareness	Increase public relations	<u>Ongoing</u> . A Community Relations Manager was hired. Affiliation with the ServiceSource Network became effective 07/01/10 which will expand public relations resources.
III. Financial		
Inadequate private funding	Increase private donations and foundation grants	<u>Ongoing</u> . A new CFS Foundation is being organized.
Inadequate long- term public resources	Increased legislative advocacy	<u>Ongoing</u> . Several advocacy efforts made at the federal, state and local levels. Also CFS Source Force is being organized.
IV. Employment		
Assure reasonable job accommodations and nondiscrimination policies	Review and revise employment policies and practices as needed	<u>Ongoing</u> . No new job accommodations were requested. CFS Human Resources Manager will be joining ServiceSource Network's HR department. Light duty is now available for injured employees.

BARRIER	SOLUTION	STATUS
V. Communication		
Make website more user friendly for participants	Coordinate with Consumer Council	<u>Completed.</u> A link of various activities has been added to the CFS website with 30 photo galleries.
Additional speech therapy services needed	Support contract for speech therapy services	<u>Completed.</u> Speech therapy services were significantly increased through a contract. 62 program participants are currently receiving services.
Most persons served cannot read the Consumer Handbook	Create oral version of Handbook	<u>Completed.</u> Video with audio and text was completed and is available in on the CFS website.
VI. Transportation		
Unreliable service to and from CFS by Logisticare	Continue advocating for improved service	<u>Ongoing.</u> Letter sent to Fairfax-Falls Church CSB expressing concerns. AED services on regional para transit committee.

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ACCESSIBILITY PLAN: FY 2011

BARRIER	SOLUTION	PRIORITY	EST. COST	FUNDING SOURCE	COMPLETION DATE	RESPONSIBLE	ALTERNATIVE
I. Architectural and Environmental							
Door 4 not accessible	Construct ramp	High	\$30,000	Grant	12/31/10	Facilities Manager	Use on grade and ramped doors 1,2,3
Manual faucets at hand washing sinks	Replace with hands free faucets as necessary	Medium	\$2,500	CFS	6/30/11	Facilities Manager	Direct participants to sinks with hands free faucets
Uneven pavement in parking lot	Repave/repair	Medium	TBD	Landlord	06/30/11	Facilities Manager	Staff assistance to persons with ambulation impairments
II. Attitudinal							
Lack of public awareness	Increase public relations	High	N/A	CFS	6/30/11	Community Relations Manager CFS Foundation	N/A
III. Financial							
Inadequate private funding	Increase private donations and foundation grants	High	N/A	Private Sector	6/30/11	Community Relations Manager CFS Foundation	Use existing resources
Inadequate long-term public resources	Increased legislative advocacy	High	N/A	Local and state governments	6/30/11	Executive Director CFS SourceForce	Use existing resources
IV. Employment							
Assure reasonable job accommodations and nondiscrimination policies	Review employment policies and practices in accordance with ServiceSource Network, Dept. of Human Resources	High	N/A	CFS	6/30/11	Human Resources Manager Executive Director	N/A

BARRIER	SOLUTION	PRIORITY	EST. COST	FUNDING SOURCE	COMPLETION DATE	RESPONSIBLE	ALTERNATIVE
V. Communication							
Participants not familiar with CFS website and alternate versions of the Handbook	Provide education, training, and computer access to the Consumer Council and participants	High	N/A	CFS	6/30/11	Community Relations Manager Person Centered Activities Manager	N/A
VI. Transportation							
Unreliable service to and from CFS by Logisticare	Continue advocating for improved service	High	N/A	N/A	6/30/11	Asst. Ex. Director Safety Committee	N/A
VII. Community Integration							
Participants with a mobility impairment do not have adequate access to community activities	1. Obtain an additional lift van. 2. Explore activities which do not require specialized transportation, i.e., within walking distance.	High	\$40,000	Grant	12/31/10	1. Community Relations Manager 2. Asst. Ex. Director Person Centered Activities Manager	Use two ramp vans