

HENRICO AREA MENTAL HEALTH & DEVELOPMENTAL SERVICES
Annual Accessibility Plan
FY 2013 - 2014

I. ARCHITECTURAL

HAMHDS recognizes that architectural barriers impact the quality of life for individuals with disabilities. The agency engages in reasonable accommodations to ensure that participation in employment and services occur.

Ongoing examples of ways in which this is demonstrated are:

- ◆ The Risk Management Committee monitors agency facilities through safety inspections and staff and consumer input received during quarterly meetings.
- ◆ Each Agency facility completes a quarterly Health and Safety check of the facility and forwards this information the Agency Facility Coordinator.
- ◆ HAMHDS continues to examine and address facility needs. The agency submitted a request for a new county-owned facility in the 2011 Henrico County Capital Improvement Plan, to replace the leased facility currently operated in the Eastern portion of the County. Office space at Woodman and Hermitage Enterprises are also being addressed.

II. ENVIRONMENTAL

Promoting and providing a healthy and safe environment for consumers and staff is part of the Agency's values for providing quality services. Monitoring the quality of the environment contributes to the provision of excellent services and provides a work setting that promotes optimal production.

Ongoing examples of ways in which this is demonstrated are:

- ◆ Monitoring of environment by Risk Management Committee.
- ◆ Each facility has a Facility Administrator, who is responsible for monitoring health and safety and accessibility.
- ◆ Semi-annual Safety Inspections are conducted at each facility to include: fire alarms, extinguishers, water quality, etc. In addition annual inspections by the Fire Department and annual heating and air inspections.
- ◆ Evacuation Plans are professionally developed to increase consistency and clarity, and posted throughout each site.
- ◆ On an ongoing basis, the Agency continues to update and improve Community Disaster Planning processes to ensure safety of all consumers and staff. Participation in disaster drills at both an agency and county level. (Henrico and Charles City).
- ◆ The County of Henrico provides oversight through General Services for buildings owned by Henrico County; the agency's Facility Coordinator provides oversight to rental facilities.
- ◆ The agency contracts for preventive maintenance in rental properties for heating and air, grounds maintenance, etc.
- ◆ Hermitage Enterprises is a certified green facility for organic products
- ◆ Support County of Henrico Environmental Policy Statement
- ◆ The agency ensures ongoing monitoring of air quality.
- ◆ The agency tests the water quality at Providence Forge on an annual basis.

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- ◆ Regular checks occur to make sure first aid kits are complete.
- ◆ Addition of a bed bug infestation plan to our policy and procedure manual. Development of protocols toward prevention of bed bugs.

III. ATTITUDINAL

HAMHDS strives to be faithful to the vision and mission of the agency and to demonstrate consistency between beliefs and actions. The Agency and the Board are structured and staffed to reflect the diverse needs of its individuals served, including providing services that are geographically responsive and available during evening and weekend hours. The commitment to cultural and linguistic competency is ongoing that enhances learning and promotes responsiveness in the treatment delivery to our diverse population. Understanding the needs of the individuals served, seeking innovative ways to better meet their needs, and keeping abreast in the field, shapes the way staff provide individualized quality services.

Divisional Mission Statements:

Administration: Guide, in partnership with all staff, the design, implementation and coordination of administrative processes, so the Agency may serve consumers effectively and efficiently.

Clinical and Prevention-Understanding that we achieve more together than apart, we join with individuals, families, and our communities to strengthen mental wellness and recovery. We provide Mental Health, Substance Abuse and Prevention services that:

- embrace cultural diversity,
- cultivate personal strengths,
- honor personal choice,
 - promote safety,
 - and transform lives.

CSS- Support, Train, Educate, Partner: “Making a positive difference in the lives of the individuals we serve”

Ongoing examples of ways in which this is demonstrated are:

- ◆ The Agency continues to support the Cultural Awareness and Competence Committee and the committee’s goals and objectives.
- ◆ Agency employs trained peer counselors.
- ◆ Agency supports and manages a consumer work program.
- ◆ The Cultural Awareness and Competence Committee provide awareness activities.
- ◆ The agency promotes diversity in publications available in the lobby.
- ◆ Agency outpatient sites have diverse artwork in public areas, reflecting the client population it serves.
- ◆ A Diversity Bulletin Board is maintained in three sites, and is being expanded to other sites.

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- ◆ The Agency publishes a monthly newsletter, Quality Matters that features a diversity column. The newsletter is showcased in a public area at the Woodman Facility.
- ◆ HAMHDS participates in the Regional Disabilities Services Board, which provides education regarding disabilities to the Charles City, Hanover, Henrico and New Kent communities and also conducts Needs Assessments for the individuals with physical and sensory disabilities.
- ◆ The Agency is committed to obtaining and utilizing customer input, as outlined in the Quality Assurance Plan, thus increasing its ability to understand the needs of its customers and community.
- ◆ The Agency uses various public relations tools to reduce stigma, educate and help the community understand the population served and the services available.
- ◆ MH/DS works in collaboration with Henrico Police and Fire Departments in the development and implementation of a CIT (Critical Incident Training) program (training officers on how to handle mental health emergencies).
- ◆ The Agency orients staff of its vision, mission, values, code of ethics, and leadership philosophy.
- ◆ Staff value and practice the principles outlined in HAMHDS Human Rights Policy.
- ◆ The agency participates in an array of statewide committees to include (but not limited to): the Area Planning and Services Committee (APSC) for Aging with Lifelong Disabilities, DBHDS Cultural and Linguistic Competency committee, Charles City Prevention Coalition, Fairfield MS Advisory Council, Henrico Police athletic League (H-PAL) Board of Directors, various VACSB committees, department workgroups, etc.
- ◆ Prevention works with two community coalitions, one in Henrico and the other in Charles City. Each coalition has a youth leadership component.
- ◆ HAMHDS Youth and Family Services staff partner with a local YMCA in their Bright Beginnings program, in which elementary school age children served by the agency receive new clothes and school supplies to start the school year through collaboration with a local business and community donations..
- ◆ Advocacy committee (agency and regional) - promote and assist individuals/families expanding their self-advocacy skills.
- ◆ Promote consumer involvement, principles of recovery and person-centered planning. (For example (ARS): ACE (Art of Creative Expression) group (now peer led); offering opportunities for clients to serve in different roles) Friend for Recovery (peer led) and the Consumer Recovery Council.
- ◆ Agency's peer counselors have implemented a community WRAP (Wellness Recovery Action Plan) group held at Lakeside Center.
- ◆ CSS Day Services promotes the values of volunteerism by offering participants the opportunity to volunteer in the local community. Examples of organizations they support: FeedMore (Food Bank), Fetch-A-Cure, Ronald McDonald House, Spring Arbor Nursing Home and Meals on Wheels.
- ◆ Agency staff provide training at least one time per year on Disability Awareness to the contracted Transportation Vendor, Van-Go.
- ◆ Voices of Recovery (radio program on WRIR 97.3).

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IV. FINANCIAL

As part of Henrico County government, HAMHDS practices financially sound procedures to ensure funds received and funds managed are safeguarded and in compliance with applicable regulatory agencies. HAMHDS is accountable to its internal and external customers by implementing and coordinating administrative systems that enable HAMHDS to service consumers effectively and efficiently.

Ongoing examples of ways in which this is demonstrated are:

- ◆ Monthly reporting to Henrico County
- ◆ Semi-annual reporting of the performance contract to the Department of BHDS
- ◆ Internal auditing from County of Henrico
- ◆ Annual independent external audit conducted
- ◆ Periodic audits by DMAS and other insurance carriers
- ◆ Internal Petty Cash Audits, General Change fund and client funds managed by HAMHDS
- ◆ Financial Policies and Procedures (Including sliding fee scale and inability to pay statement)
- ◆ Client Money Management program
- ◆ Peer Review UR process
- ◆ Agency Compliance Plan
- ◆ On-site assistance for persons to access public benefits; one Medicaid Eligibility workers currently on site.
- ◆ All programs have access to their program's budgets.
- ◆ Annual meeting with Leadership Group to review the budget planning process for the next fiscal year.

V. EMPLOYMENT

It is the policy of Henrico County to obtain the best-qualified applicants available for each vacancy as it occurs, without regard to sex, race, color, religion, national origin, age, disability or other non-merit or non-job-related factors. The County's Equal Employment Opportunity Plan is part of the Personnel Rules and Regulations, and complete copies of the plan are available upon request from the Director of Personnel. Henrico Area Mental Health & Developmental Services values a workforce that reflects the community it serves.

Ongoing examples of ways in which this is demonstrated are:

- ◆ HAMHDS employs individuals with disabilities, in administrative and business areas; consumer and peer workers are part of the agency's staff complement.
- ◆ HAMHDS, through contractual services with the Department of Rehabilitative Services, provides several employment related services to individuals with intellectual disabilities and individuals with a serious mental illness
- ◆ Staff have developed relationships with the business community, resulting in job opportunities for consumers.
- ◆ Marketing efforts for Employment Services are being supported by staff of the Henrico Public Relations Office.

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- ◆ The Agency is active through its membership in employment related organizations.
- ◆ The agency is a member of the Metro Richmond Chamber of Commerce, Innsbrook Executive Breakfast Club, International Association of MODAPTS, and VaACCSES, (the Virginia Association of Community Rehabilitation Programs). Individual staff are also members of the Eastern Henrico Business Council, the Henrico Business Network and the Hanover Business Council.
- ◆ The agency is an affiliated member of NISH, an organization developed to assist individuals with severe disabilities with employment opportunities. As an associated member of NISH, staff have access to government work contracts, training, their newsletter and website.
- ◆ The agency is a member of APSE, (Virginia Association for Persons in Supported Employment), individual staff have membership in VRA (Virginia Rehabilitation Association), and USpra (United States Psychiatric Rehab Association), SELN (State Employment Leadership Network) and the Association for Positive Behavior Support.
- ◆ Through membership in the regional Chickahominy Disabilities Services Board information is gathered for local governments regarding disability needs in the community.
- ◆ In March 2013 the Supported Employment Team joined Hermitage Enterprises Day Services to form a cohesive employment continuum for individuals with intellectual disabilities to increase opportunities for integrated employment, supporting the statewide Employment First initiative.
- ◆ Lakeside Center sponsors regular employment dinners for persons served that are competitively employed. This time is used to problem solve, educate and encourage continued employment.
- ◆ Staff accesses the Virginia Employment Commission and the Henrico Economic Development office for job leads. The Marketing Specialist for Hermitage Enterprises was appointed by Economic Development to their Visitation Committee.
- ◆ Staff participates in the Department of Rehabilitative Services' Employment Services Organization Advisory Committee.
- ◆ Staff utilizes the Workforce One Web site, which is a historic collaborative effort designed to help the Greater Richmond Region build a highly-educated, trained, and productive workforce recognized as America's best. Labor trends, market analysis, workforce development activities, and job leads can be found on this site.
- ◆ There are many resources for staff to keep abreast of trends, maintain knowledge of best practices and keep up to date with other national initiatives. Some of these resources, which can be accessed via websites, include the National Business & Disability Council, the Able to Work Initiative and the National Rehabilitation Leadership Resource.
- ◆ HAMHDS staff provides training and work opportunities for individuals with mental disabilities. Through the development of worksites, individual jobs, and as members of associations or workgroups, staff educates the community regarding individuals with disabilities and their employment needs.
- ◆ For the past 2 years, CSS staff have collaborated with Henrico County schools to organize a Job Fair where students learn about job opportunities, how to apply and interview for jobs.
- ◆ Prevention offers an annual Teen Job Symposium in collaboration with community agencies colleges and businesses.
- ◆ Prevention has a Teen Job Preparatory program that offers job readiness and entrepreneurial training to youth. These youth are placed in summer employment in the community after completing the instructional program over the school year.
- ◆ Mental Health Supports provides pre-vocational services.

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- ◆ SAMHSA assessment is being implemented to assess how the agency is doing in meeting best practices around employment.
- ◆ Two staff recently completed the Benefits and Work Incentives Practitioner certification (WISA).

VI. COMMUNICATION

The agency recognizes that in fulfilling its mission, communication occurs through various modalities. Having the ability to effectively communicate with consumers enhances the mutual understanding of needs and services. The agency values open, direct communication with integrity, both inside and outside the organization.

Ongoing examples of ways in which this is demonstrated are:

- ◆ The agency develops a Performance Improvement Analysis that is available on the agency's Website, and an Annual Report that is distributed to key stakeholders.
- ◆ All staff have access to the intranet, internet, county intranet and agency public drive. Resources are shared with all staff and are available on HAMHDS' Public Drive under translation services, and community resources.
- ◆ All staff had opportunities to receive education in the areas of Emergency Preparedness and Safety through drills and practical training opportunities. Staff and consumers have the opportunity to participate in discussions pertaining to safety issues at each individual site.
- ◆ The agency produces a newsletter that provides information about quality practices. This newsletter is distributed to all staff and also posted in the main outpatient site.
- ◆ Suggestions boxes are located at main Outpatient Facilities for consumer feedback.
- ◆ The County of Henrico has a pool of County employees who volunteer for interpreter services for County Departments to use while providing services to individuals for whom English is not their first language.
- ◆ One staff member has completed the Certification Process to be a Translator for Spanish through the Va. Department of Behavioral Health Office of Cultural and Linguistic Competence.
- ◆ Signage has been displayed in Spanish, Mandarin and Vietnamese to inform clients of translation services as needed at two main locations.
- ◆ Various (Agency brochure, Code of Ethics, Human Rights) agency forms are available in Spanish.
- ◆ Human Rights regulations are posted in English and Spanish at main outpatient sites and available to all other agency facilities.
- ◆ Upon request, treatment plans and other documents can be translated into the consumers' primary language.
- ◆ The agency arranges for interpreters for persons with hearing challenges, as needed.
- ◆ To access interpreters, the agency uses Cyra Com, a language bank of interpreters for 158 languages.
- ◆ Access to HAMHDS' emergency services is available through Virginia Relay.

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- ◆ The agency encourages the use of adaptive devices for those individuals who may benefit from this technology.
- ◆ Clients have been informed of privacy rights and responsibilities, consistent with HIPAA (45 CFR) and other applicable laws.
- ◆ We respect the individuals we serve and address everyone using “person first” language instead of referring to the condition of disability, race, religion or any other descriptor.
- ◆ The Agency contracted to develop the Network of Care Website, offering information regarding services, providers, medical and legal information for consumers, families and staff. Information on the Network of Care website can be translated to various languages.
 - ◆ www.charlescity.va.networkofcare.org
 - ◆ www.newkent.va.networkofcare.org
 - ◆ www.henrico.va.networkofcare.org
- ◆ A blog for the Executive Director has been initiated on the agency’s Intranet to facilitate ongoing communication with all staff members. In addition, each division conducts all staff meetings to share agency updates.
- ◆ HAMHDS programs have increased communication with those enrolled, families and caregivers through quarterly newsletter/meetings (CSS Day Services) and monthly newsletter (Lakeside Center).
- ◆ The agency’s Leadership Group meets regularly to focus on strategic planning and provide updates on big picture items related to our work.
- ◆ County Personnel Update and Newsletter provided to supervisors quarterly via email.
- ◆ HAMHDS holds Agency all staff meetings at least 2x/year.
- ◆ Stakeholders are contacted for input during the agency’s strategic planning periods
- ◆ Each division schedules all staff meetings.
- ◆ Continuing work towards fully electronic record and Agency mobility initiative.
- ◆ Agency has a computer replacement plan where upgrades are done annually based on available funds.

VII. TRANSPORTATION

Transportation has been identified as a concern for a number of HAMHDS’ consumers. Developing transportation options for the individuals that utilize our services in all three counties continues to be an area of focus.

Ongoing examples of ways in which this is demonstrated are:

- ◆ HAMHDS owns and maintains, with assistance from Henrico County, a fleet of vehicles. These vehicles are used to assist in service delivery, to bring services to individuals in the community, and in many cases to provide and assist in individual transportation needs. In accordance with the County’s guidelines, the agency reviews the need for replacement vehicles and additional vehicles as resources permit. Vehicles are maintained (preventative care and maintenance) by Henrico County Central Auto Maintenance.
- ◆ HAMHDS hires consumers to provide additional transportation for persons served.

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- ◆ Limited funds are made available to provide financial assistance to individuals in accessing transportation to mental health services in an emergency. Vouchers are provided for taxis during these occasions.
- ◆ HAMHDS maintains agreements and contracts with transportation vendors to provide transportation services to individuals attending its Day Support programs. Depending upon the transportation agreement or contract, individuals are charged a small percentage towards the costs.
- ◆ HAMHDS contracts with a transportation vendor to provide transportation to its Adolescent Intensive Outpatient Substance Abuse Treatment Program and its Outreach groups.
- ◆ HAMHDS has implemented a Transportation Committee to address, on an ongoing basis, transportation issues that arise.
- ◆ HAMHDS provides disability awareness training to our contracted transportation provider's van drivers as a public service.
- ◆ Richmond Medical Park and the East Center are located on bus routes to increase access for consumers and staff.
- ◆ Seat belt extenders are available for all county vehicles.
- ◆ On going defensive driving courses are required for anyone who uses a county vehicle the training is provided by the County of Henrico Risk Management. County Risk Management monitors/checks driving records of staff and provides reinforcements for good driving behavior.
- ◆ During FY13 added two cars to agency fleet that are accessible to all staff through administrative support.
- ◆ Agency vehicles have been placed on an intranet calendar to increase accessibility for all staff.

VIII. COMMUNITY INTEGRATION

Participation in all community areas is important for the individuals served. HAMHDS strives to help individuals participate in their community by offering opportunities/access to their community and to break down barriers.

On-going examples of ways in which this is demonstrated are:

- ◆ HAMHDS has a number of wheelchair accessible vans that are available that allows individuals access to the community.
- ◆ A TTY devise is available for communication with individuals who are hearing impaired.
- ◆ Resources on local events and activities are shared throughout the programs.
- ◆ Individuals served are active partners in the planning and implementation of community activities.
- ◆ Prevention annually sponsors the Outstanding Youth Awards that recognizes youth who have made contributions to their community through volunteerism.
- ◆ Consumers volunteer their time with the agency through the county volunteer program.
- ◆ Support Services and Lakeside Center provide weekend support for community involvement.
- ◆ An array of programs encourages community volunteerism to include: Meals on Wheels, Elder Friends, Food Bank, etc.
- ◆ All residential programs are located in community neighborhoods.

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- ◆ HAMHDS partners with an number of community providers for example: NAMI walk, March of Dimes, United Way, Food Bank, Christmas mother, Colaborando Juntos , Virginia Asian Foundation.
- ◆ All Prevention programs are located in the community.
- ◆ Prevention youth participate in monthly community service in the Connect after-school programs and in Youth Ambassadors Leadership Group.
- ◆ Youth and Family Services staff provides community outreach and home-based services that are designed to provide services in the young person's natural setting, working with family and community resources to wrap supports around the youth needing services.
- ◆ CSS Day Services has a plot of land in the Lakeside Area Community Garden that participants maintain and grow flowers and vegetables.
- ◆ Participants at the Day Programs deliver work materials to local businesses, connecting with the business personnel, establishing relationships.
- ◆ One Blue Bunny ice cream salesman has incorporated Hermitage Enterprises into his route two times per week from May thru September, allowing the participants the opportunity to purchase from his truck. He has established personal relationships with the individuals.

IX. REASONABLE ACCOMODATIONS

The agency provides a process to consider and evaluate requests for reasonable accommodations. Requests for reasonable accommodations or any other barrier identified by persons served, personnel or other stakeholders will be submitted to the Agency Management Team for review and approval. The Risk Management Committee will document these requests.

Recommendations

1. The Risk Management Committee will document reasonable accommodation requests to determine whether any remedial actions are appropriate.

X. AVAILABLE RESOURCES

Providing quality services often relies on the awareness of available resources. It is a practice of the agency that all staff has access to resource information to ensure clients have equal opportunities.

- ◆ Resource and Translation Guide on "P" Drive
- ◆ Workforce One Website – www.wfl.org
- ◆ NISH website – www.NISH.org
- ◆ National Business& Disability Council – www.nbdc.com
- ◆ Able to Work Initiative – www.abletowork.org
- ◆ National Rehabilitation Leadership Resource – www.nrlr.org
- ◆ Prevention Web Site – www.prponline.net
- ◆ Medicaid Waiver Services (as a funding resource for adaptive equipment)
- ◆ Resources are maintained within individual programs
- ◆ United Way Directory

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- ◆ Training Resource Network – www.trninc.com
(recruitment information for disability programs.)
- ◆ Infinitec (Infinite Potential Through Technology)- www.infinitec.org
- ◆ Virginia Relay: 1-800-828-1140
- ◆ Translation Resource:
<http://www.babblefish.com/babblefish/bfish_lang.htm>
- ◆ Leadership information <http://www.resultsaccountability.com/default.htm>
- ◆ ARC <http://thearcink.org/news/article.asp?ID=537>
- ◆ www.carf.org/
- ◆ Protection Agency <http://www.vopa.state.va.us>
- ◆ Behavioral Health and Developmental Services: State Department: <http://www.dbhds.va.gov>
- ◆ State Dept. of MH/ID/SA website regarding cultural and linguistic competency:
<http://www.dbhds.virginia.gov/OHRDM-CLC.htm>.

X. REFERENCE INFORMATION

- ◆ HAMHDS Quality Assurance Policy
- ◆ DRS Contract

XI. DEVELOPMENT AND REVIEW PROCESS

The Risk Management Committee prepares reviews and updates the Accessibility Plan. The Committee develops a status report (Accessibility Plan of Correction) regarding the progress made towards the removal of identified barriers, ongoing areas needing improvement, and any request for additional accommodations. The Agency's Management Team reviews and approves the above plan annually.