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| --- | --- | --- | --- | --- | --- |
| Barriers  Determined | Source of  Barrier | Action for Removal | Timeline | Cost | Responsible Party |
| Architectural  **Yes** / No | As we continue to experience growth and provide more services in our offices, space must be assigned to ensure adequate space for all clients who require individual space. | Rooms have been repurposed to add client space and decrease or combine staff spaces. | Ongoing | None | Administration |
| Attitudinal  Yes / **No** | All staff must adhere to the Golden Rule. We must all respect our clients, staff and stakeholders and treat them no different than they would want to be treated.. Being kind costs no money but deepens our relationships and makes them richer. | Client and stakeholder surveys have historically had a very low return rate. Methods of obtaining satisfaction for clients, families and stakeholders will be explored such as setting up 1 question surveys each week that are available for clients to quickly use while waiting for sessions. | Ongoing Training  Develop a satisfaction survey that is less time consuming and more convenient that can be completed in 60 secoinds. | $500 | Administration |
| Environmental  Yes / **No** | Interior spaces have become worn and some furniture has become soiled or broken. | Some interior spaces have been repainted. Several pieces of furniture have been replaced. Carpeting needs to be replaced but will be cleaned quarterly until funds can be appropriated. Compliance officer conducts ongoing monthly safety inspections to remove barriers immediately. Outside professional completes an annual safety audit as well. | Ongoing | $15,000 | Administration  and Corporate Compliance Officer  Outside Safety Inspector  Carpet Retailer |
| Communication  **Yes** / No | All About Change has begun to utilize Facebook as a way to get the word out about our services. Other sites on which pages can be created to inform the public about our services as well as opportunities for employment or to volunteer. | Determining the most appropriate staff to monitor Facebook and other similar sites is important. A staff will be assigned upkeep on any media sites. | Ongoing | Minimal | Administration  To be determined |
| Transportation  **Yes** / No | Transportation continues to be an issue for many clients who are unable to travel to our office to receive services. | Staff continue to serve clients in their home who are unable to travel. | Ongoing | Staff are paid “travel time” for time spent travelling between client homes. This rate is $8 per hour and averages approximately 40 hours weekly for a total cost of $320 per week paid to staff who travel. | Administration  Staff |
| Financial  **Yes** / No | Funding is contingent upon state budget appropriations as 95% of our clients are covered by Medicaid. Annual Review has also not been received by the CPA for 2013, 2014, or 2015. | Diversify funding streams. Seek grants or donations to supplement remits.  Finalize all documentation that is required by CPA so that the Financial Reviews can be completed by the end of the year. | Ongoing.  Immediately | Cost of a professional grant writer can cost up to $125 per hour.  $4500 | Administration  Administration |
| Service Components  Yes / **No** | Evidence based approaches are best practice and are encouraged by funding sources such as SCDHHS. | TFCBT, ARC and SMART training will be provided for all therapists. Community Support / Paraprofessional staff will be trained in evidence based behavioral models. | June 30, 2017 and Ongoing | $1200 | Administration  Clinical Staff |
| Other Barriers  Yes / **No** | Accessibility of the Plan | Posted in Staff Conference. | Ongoing | None | Program Director |

Administrative Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Kelly B. Roseberry, EdS, LMFT, CCCJS, CSOTS