

Accessibility Summary 2007-2008

In accordance with the 2008 CARF Section I Standard L Accessibility this is the summary of actions taken as a result of the result of the 2007-2008 Accessibility Plan.

Attitudinal Barriers-Staff Training

The Agency has selected the following trainings to monitor compliance levels to ensure that staff is receiving adequate training in areas of Diversity, Rights of the Consumer, and Cultural Competency.

<u>Class</u>	<u>Level of Compliance</u>
• Diversity Staff Education Limited English Proficiency	(97%)
• Recipient Rights	(96.3%)
• Cultural Competency	(97.8%)

Community Out Reach Program

- Navigation Workshops-All seven workshops were held for 2007-2008. Approximately 400 people were in attendance this year.
- Provider network meetings were held quarterly and approximately 440 people including providers, staff and guests attended.
- Consumer recreation and education occurred with a variety of events that included numerous consumers. This category benefits from a grant that was obtained by the Recreation Department. Some events that consumers attended throughout the year included bowling, carnival, Multicultural Days, sporting and entertainment events. Grant focus on forming partnership that included establishing working relationships with 19 other agencies or groups. Development of a hockey team who's coach is a former NHL player with connections that focus on the needs of the handicapped citizens.

Architectural Barriers

Consumer-Consumer barriers that are identified are funded by Durable Medical Equipment (DME), private funding, insurances and grants. DME environmental modification was utilized to correct 25 situations (\$18,772.00) that were identified.

Offices and Staff Barriers

Last year the Agency completed the following projects to correct site problems.

- Auburn Hills Office
New ramp at front lobby

New changing room with an adult changing table

- Clinton Township Office

Addition of new striker plates to wheel chair assessable entry doors.

- Employee Accommodations

All current employee accommodations requests have been successfully completed.

Environmental Barriers

- Consumer-Environmental barriers for consumer's housing and workshops are identified through the individual's (Individual Plan of Service). Modification to home is done through a variety of funding sources such as Durable Medical equipment, private insurances, third party payments, contributions and grants. Consumers of MORC, Inc. received a total of 1507 Consumer DME purchases for a total of \$448,185.37. This includes \$336,427.00 from Oakland County and \$111,757.00 from Macomb County. Additional funding is received from the MORC, Inc. Futures Foundation (\$18,339.00) and other private parties. Agency will focus on capturing additional funding from a variety of sources over the next year.
- Offices and Staff Barriers-Increase the number of directional signs for bathrooms at the Clinton Township Office.

Communications

2007-2008 Fiscal Year Assistive Technology-Communication Services included:

- Picture Communication boards-25 consumers
- Electronic Devices (SGD- speech generating devices)- 12 consumers
- Sign Language – basic sign language-5 consumers
- Services for Deaf- American sign language –interpreter services-28 consumers. Although hearing aid use/referrals are evaluated and provided through the audiologists/hearing aid agencies, MORC, Inc, through their Futures Foundation (philanthropic arm of MORC) have bought 2 consumers updated digital aids which provide many advantages over analog aids (Medicaid will only pay for analog aids). The Futures Foundation also provided 1 consumer with an updated assistive technology device called a DynaWriter, which enables him to write his messages to facilitate communication.

- Foreign language interpreters and translators (documents)-Spanish 20, Arabic 8, Italian 3, and Translation of documents 1. MORC, Inc provides services for those consumers and their families for whom English is not their primary language as well as those consumers who are deaf. There have been no barriers to these services, they are provided as needed.

Employment

4th quarter report from CMH information reflects that we have 8.44% in competitive employment. This section of our accessibility report needs to be revised.

Transition

Transition from school to work in Oakland County: for fiscal year 10/1/2007 to 9-30-2008: the Vocational Services Department Staff attended approximately 125 IEP's for people not yet associated with the Mental Health System, 19 speaking engagements reaching more than 800 people, mailed out information to 175 school teachers/special education directors, and social workers regarding MORC, Inc. services and availability for resource nights.

Transportation Services

Services for consumers are provided through two different and distinct methods. First, transportation services that are provided by the specialized residential provider are included in the home budget. Because these services are established by the schedule of the individual, access to services is available. The second method of transportation services is through our Vocational Services Department. Currently requested transportation services are tracked and all request for services have been honored for budget year 2007-2008 calendar year.