
Vocational Service Program Accessibility Plan FY 24

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PRINCE WILLIAM
COUNTY

Community Services

Introduction

The purpose of the Prince William County Vocational Services Accessibility Plan is to promote accessibility and remove barriers in order to enhance the quality of life for those served by the program. This plan is intended to evaluate targeted areas including architectural, environmental, attitudinal, financial, communication, transportation, community integration, technology, and employment.

Due to the current national Public Health Emergency (PHE) (COVID-19), resolving barriers and promoting accessibility are dependent upon multiple federal, state, and local guidelines which is expected to continue at least for the first half of FY 23. Currently, this plan has been evaluated through program safety assessments and includes responses collected throughout the year from annual staff, clients', and stakeholders' surveys.

The Vocational Services Program is committed to meeting accessibility needs of people with disabilities in an effort to reach its vision and mission:

Vocational Services Vision: *Everyone is a valued and productive member of society.*

Vocational Services Mission: *PWC Vocational Services empowers individuals by promoting hope, choice, and action so they can achieve their highest level of community participation.*

Copies of the current Accessibility Plan will be made available upon request to clients, employees, stakeholders, and the public.

Barrier	Actions to be Taken	Timeline
Architecture 1. NONE	N/A	N/A
Environment 1. Need for informal and formal environment evaluation to assess health and safety practices. 2. Program and agency information needs to be displayed in easy-to-understand manner for staff, visitors, and clients.	1. Request PW CS Risk Assessment Facility Review; complete internal facility assessment by program supervisor 2. Use new resources (bulletin boards/white boards, etc) to provide information about safety/human rights/DEI issues, program choices, schedule of activities	1. December 2023 2. November 2023
Attitude 1. Increase opportunities to understand diversity, equity, inclusion and belonging (DEI) issues and trends. 2. Increase opportunities for clients to provide feedback regarding programming and staff competencies	1a. Develop action plan in response to the FY23 PWC Inclusion and Engagement Organizational Surveys; Adhere to Equity and Inclusion Principles (Psychological Safety, Belonging, Work/Life Balance, Integrating Diverse Perspectives) (VS Strategic Plan Goal) 1.b. Staff to complete annual training about DEI/Cultural Competency issues and trends 2. Complete annual surveys regarding satisfaction for individual staff members about services which are consistent with cultural values and beliefs; identify action items as a response to these results.	1a. June 30, 2024 1b. June 30, 2024 2. June 30, 2024
Finances 1. PSR program needs to meet financial budget targets (indirect barrier to client services)	1a. Complete all PSR PA requests and, as needed, appeal processes in a timely manner in order to bill for all possible days.	1.a/b/c. Continuously throughout FY24

Barrier	Actions to be Taken	Timeline
<p>2. SEP program needs to meet financial budget targets (indirect barrier to client services)</p>	<p>1b. Minimize preventable revenue adjustments to <9% (VS Strategic Plan Goal) 1c. PSR staff will provide quarterly training for other programs regarding PSR services and encourage making referrals; PSR staff to collaborate on a quarterly basis with case managers about their clients receiving PSR services.</p> <p>2a. SEP staff to process all referrals within 30 days.</p> <p>2b. SEP Supervisor to participate in state-level DARs meetings to access information for new billing opportunities.</p> <p>2c. SEP will offer Pre-Ets and WISA services to the high school youth; SEP supervisor will collaborate with school and DARs personnel to educate about referrals, services, and outcomes.</p> <p>2d. SEP staff to provide 4 Work Adjustment Programs with attention to special populations (ie- clients with development disabilities)</p>	<p>2a. Continuously throughout FY24</p> <p>2b. Continuously throughout FY24</p> <p>2c. Continuously throughout FY24</p> <p>2d. Continuously throughout FY24</p>
<p>Employment</p> <p>1. Clients lack the knowledge/competencies/confidence needed to return to work.</p>	<p>1a. SEP will provide at least 4 WAT groups, Pre-Ets and WISA services to provide education about the ability to work with a disability and disability benefits (for adults and youth)</p> <p>1b. PSR program to offer weekly volunteer opportunities at community placements to assess pre- employment readiness. PSR program will begin to offer dedicated technology literacy curriculum through the partnership with PWC DoIT and the NorthStar program.</p>	<p>1a. June 30, 2024</p> <p>1b. November 2023- June 2024</p>

Barrier	Actions to be Taken	Timeline
<p>Communication</p> <p>1. Language barriers can impede access and effectiveness of services provided.</p>	<p>1.a. Staff will utilize multi-lingual staff across programs and, if necessary, vendor translators, for formal treatment activities</p> <p>1.b. Staff will evaluate for non-language communication barrier client needs (cognitive, visual); skills training/education groups will be provided for those with barriers to learning.</p>	<p>1. Continuously throughout FY24</p>
<p>Technology</p> <p>1. New computer equipment/software has been purchased; clients need information and training about how to use.</p> <p>2. Technology skills necessary for most client employment settings and often for medical/behavioral health services.</p>	<p>1.and 2. PSR program will begin to offer dedicated technology literacy curriculum through the partnership with PWC DoIT and the NorthStar program. Staff will teach technology skills using program laptops as well as client’s personal devices. The program will evaluate clients’ need for digital literacy, accessibility, and affordability</p>	<p>1.and 2. November 2023- June 2024</p>
<p>Transportation</p> <p>1. The PSR program is unable to provide transportation services to all parts of the County.</p>	<p>1a. The program will support clients with access to Medicaid to utilize Medicaid transportation services to increase PSR program accessibility.</p> <p>1b. Provide public transportation information and link to travel training resources.</p> <p>1.c. Use established schedule for PSR staff back-up coverage when transportation specialists are out on leave (to maximize vehicle use for client services)</p>	<p>1a. Continuously throughout FY24</p> <p>1b. December 2023</p> <p>1c. Continuously throughout FY24</p>
<p>Community Integration</p> <p>1. Not all clients are able to comfortably access the community.</p> <p>2. Not all clients are best served by attending PSR programs.</p>	<p>1. PSR programs will provide at least 1 opportunity each week to participate in a community-based activity.</p>	<p>1.Continuously throughout FY24</p>

Barrier	Actions to be Taken	Timeline
	<ol style="list-style-type: none"> 2. PSR programs will provide at least 1 opportunity each quarter to plan and carry out a program sponsored and supervised recreational activity. 3. PSR programming will provide information/community trips to less intensive community-based treatment/activities (such as peer- run drop-in center, AA Meetings). 	<ol style="list-style-type: none"> 2. Continuously throughout FY24 3. Continuously throughout FY24
<p>Other:</p> <ol style="list-style-type: none"> 1. Access to program information via website is outdated 	<ol style="list-style-type: none"> 1. Program Manager will work with agency IT department to updated web page to increase accurate information for the community as well as offer a better understanding of the services offered. 	<ol style="list-style-type: none"> 1. December 2023