

ACCESSIBILITY PLAN FOR FISCAL YEAR 2024 (July 2023-June 30, 2024) CAREER OPPORTUNITY DEVELOPMENT, INC.

Accessibility, by its very definition, requires working towards removing barriers persons receiving services, staff, and stakeholders may encounter. CODI is committed to an organizational culture that seeks to accommodate all persons receiving services, staff, and stakeholders and to serve as a catalyst for others to emulate. A key component of our mission, vision, and core values is empowering individuals receiving services, staff, and stakeholders to become effective advocates, community bridge builders, role models, and change agents.

We fulfill this commitment by creating a corporate culture that encourages and promotes advocacy toward architectural, environmental, attitudinal, financial, employment, communication, technology, transportation, and community integration. CODI views accessibility as both a moral and ethical issue that significantly impacts independence, dignity, self-respect, and quality of life and directly infuses our mission, vision, and core values. We are responsible for creating and continually providing this culture internally and throughout all aspects of service provision and community living.

The Accessibility Plan for the Fiscal Year 2024 is as follows:

1. ARCHITECTURAL:

Architectural barriers have been identified through internal and external inspections, critical incident reports, house and staff meetings, and consumer, staff, and stakeholder observations. Leadership Team provides ongoing monitoring of conditions within the organization that serve to minimize barriers and optimize access.

2. ENVIRONMENTAL:

CODI believes the environment in which services are provided must recognize and embrace diversity while instilling and providing cultural sensitivity. CODI understands that diversity extends beyond ethical, racial, and social categories, including people in different age groups and individuals with varying capabilities. Staff is encouraged to have a knowledge base of consumers' cultures and capabilities and provide individualized services focusing on person center planning and individualized service delivery.

3. ATTITUDINAL:

CODI strives to reduce the stigma associated with mental illness, developmental disabilities, and chemical use and continually promote the inclusion of differently abled individuals throughout our community.

4. FINANCIAL:

CODI seeks to reduce or eliminate financial constraints that may restrict the ability of eligible consumers to access services consistent with their needs and preferences.

5. EMPLOYMENT:

CODI strives to hire, retain, and promote a diverse workforce sensitive to the unique needs of persons served and representative of our community.

6. COMMUNICATION:

CODI seeks to provide open communication channels that provide persons served, staff, and stakeholders access to agency information. In addition, CODI seeks to facilitate communication that provides a basis for personal and professional growth, development, and well-being.

7. TECHNOLOGY

CODI seeks to increase the availability of technology for stakeholders and identify and eliminate barriers preventing access to and use of technology.

8. TRANSPORTATION:

CODI seeks to ensure that persons served are not prevented from accessing services by a lack of transportation options. Providing transportation enables those with limited options to obtain services leading to enhanced opportunities.

9. COMMUNITY INTEGRATION

CODI seeks to ensure that persons served are provided with opportunities and support to be fully integrated community members.

10. OTHER AREAS:

In addition to the above specific accessibility goals and objectives, CODI is involved in many ongoing activities and procedures that enhance the accessibility of persons served, staff, and community members. Examples include personnel policies (affirmative action/EOE, accommodation), consumer feedback/input processes such as satisfaction surveys, consumer advocacy groups, cultural competency education, and many other activities that enhance accessibility.

**ACCESSIBILITY PLAN FOR FISCAL YEAR 2024
Career Opportunity Development, Inc.**

Architectural Barriers

Goal: To help identify and minimize any architectural/physical barriers to the site(s).

IDENTIFIED BARRIERS (Architectural)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Majority of CODI-owned group homes are two-story, which means aging consumers are unable to ambulate safely	Subdivide 319 into three lots for accessible housing Prepare land to drop-ready specifications for three houses. Set concrete pad foundations and run water, gas, electric, and sewage. Place three houses at 319	A this year	\$100,000	Capital Improvement Reserve Fund	FY 2024	COO	
Tub height increases fall risks	Remove bathtubs and replace them with walk-in showers with safety grab bars to decrease fall risk	A this year	\$8,500 ea	General Operating	FY 2024	COO	

Vanities are not accessible to individuals with limited mobility requiring adaptive devices	Replace vanities with pedestal sinks as needed	A this year	\$300 ea	General Operating	Ongoing	COO	
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Environmental Barriers

Goal: To reduce environmental barriers (anything about the setting that impedes service delivery).

IDENTIFIED BARRIERS (Environmental)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Consumers, staff, and stakeholders are unaware of scope of services CODI provides and positive outcomes	Redesign website and include videos for each program to assist consumers, staff, vendors, and CODI stakeholders to gain a better understanding of services CODI provides	A this year	No out-of-pocket cost	n/a	Ongoing	President/CEO/DCO	

Attitudinal Barriers

Goal: To reduce the stigma associated with mental illness, developmental disabilities, and substance use.

IDENTIFIED BARRIERS (Attitudinal)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Lack of community knowledge and unclear branding regarding persons served	Update Mission and Vision Statements to more adequately reflect persons served	A this year	No out-of-pocket cost	n/a	Ongoing	Leadership	

Financial Barriers

Goal: To reduce financial barriers for receiving services.

IDENTIFIED BARRIERS (Financial)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
CSS Medicaid billable units are insufficient to sustain program	Increase CSS units of service to pre-COVID requirement equaling 65% of billable time	A this year	No out-of-pocket cost	n/a	Ongoing	VP of Residential/ Dir of Residential CSS	
ATS Medicaid billable units are insufficient to sustain program	Continue outreach efforts to regain 100% participation	A this year	No out-of-pocket cost	n/a	Ongoing	ATS Mgr	
EE attendance rates are insufficient to prevent loss of EE slots	Continue outreach efforts to regain 100% participation	A this year	No out-of-pocket cost	n/a	Ongoing	VP of OES	

Employment Barriers

Goal: To reduce barriers to employment to maintain a diverse workforce sensitive to the unique needs of persons served and representative of the community.

IDENTIFIED BARRIERS (Employment)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Failure to utilize intern recommendations and observations in service provision	Record intern recommendations to enhance consumer and staff training. Access to recordings granted to OES and ATS staff.	A this year	No out-of-pocket cost	n/a	Ongoing	VP of OES MIS	

By not using person-first language, staff may inadvertently disrespect persons served	Present person-first language at NHO and provide tour of Outsource Center	A this year	No out-of-pocket cost	n/a	9/2023	VP of OES	
Lack of applicants	Place staff testimonials on website of “What it means to work for CODI”	A this year	No out-of-pocket cost	n/a	FY 2024	DCO	
Gap between new hire orientation (NHO) and being scheduled to work in group home causes some to seek alternate work options	Expedite onboarding process by having VP of Residential Services schedule new residential staff during orientation	A this year	No out-of-pocket cost	n/a	FY 2024	VP of Residential	

Communication Barriers

Goal: To reduce communication barriers in the provision of services (i.e. language, format, cultural differences, telecommunication).

IDENTIFIED BARRIERS (Communication)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Staff may not be familiar with varying customs and cultures of those we serve	Facilitate staff in-service trainings on cultural diversity	A this year	No out-of-pocket cost	n/a	8/2023	President/CEO JEDI	Completed
Communication does not flow through all levels of the organization	Hold Emerging Leaders Group monthly, comprised of middle management, who have a shared voice for the population with whom they work	A this year	No out-of-pocket cost	n/a	FY 2024	President/CEO	

IApps forms for residential housing and employment do not provide Read Aloud option limiting ability to complete application online	Supply link on CODI website and place fillable application with Read Aloud option	A this year	No out-of-pocket cost	n/a	FY 2024	DCO	
Individuals with a hearing impairment could not benefit from videos	New videos placed on website will be closed captioned	A this year	No out-of-pocket cost	n/a	FY 2024	DCO	
Board unaware of retirement account balance	Include balance of retirement account quarterly on financial statements for Board	A this year	No out-of-pocket cost	n/a	Ongoing	CFO	

Technology

Goal: To reduce technology barriers for consumers and staff.

IDENTIFIED BARRIERS (Technology)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Remote workers increase the vulnerability of unauthorized use and prohibited server access	Secure vendor to provide Multi Factor Authentication for server use	A this year	\$1,100/month	General Operating	9/2023	MIS	Completed/ Ongoing
Ease of use of website	Add Read Aloud option to website to ensure accessibility to users who are visually impaired, those with dyslexia or other learning disabilities Add translator to website	A this year	\$250/yr	General Operating	Ongoing	DCO	

Transportation Barriers

Goal: Transportation barriers include inability to reach service locations or inability to fully participate in programming. Transportation systems should fully accommodate any community member seeking to access services.

IDENTIFIED BARRIERS (Transportation)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Some EE & ATS participants unable to secure alternate transportation after busing was discontinued	Offer limited transportation services to individuals unable to attend program without transportation Develop Transportation Reimbursement Policy and include with Financial SOPs	A this year	Consumer billed	DVRS reimbursed consumer	Ongoing	VP of OES CFO	
Transportation and scheduling are challenging for new hires with a second job, or that rely on public transportation	Conduct interview via phone as needed	A this year	No out-of-pocket cost	n/a	FY 2024	DHR	

Community Integration

Goal: To promote the integration of consumers within the community.

IDENTIFIED BARRIERS (Community)

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Community employment lacks new placements	Continue to secure community-integrated employment for consumers	A this year	No out-of-pocket cost	n/a	Ongoing	COO	

Other Barriers

Goal: Additional barriers, as identified, will be addressed as needed and may include but are not limited to: safety, waiting lists, staff performance, program design, funding, and staffing patterns, etc.

IDENTIFIED BARRIERS

Barrier	Objective/Solution	Priority	Cost	Funding	Due Date	Responsible Staff	Status
Power failures happen frequently and are challenging for consumers, inconvenient, and costly	Purchase one whole house generator per year (233)	A this year	\$15,000	Capital Improvement Reserve Fund	FY 2024	COO	
Legislation change may prohibit paying EE consumers sub-minimum wage for piecework	Actively participate in 14-C National Coalition to advocate for program options Assume chairperson responsibilities for State Strategic Planning for ACCSES NJ	A this year	\$3,800	General Operating	Ongoing	President/CEO	
Current phone system is end-of-life	Purchase and install internet-based phone system allowing users access via App on mobile device to enhance staff accessibility	A this year	\$15,000	General Operating	9/2023	MIS	
Communication can be improved between CODI and other service providers	VP of Residential Services will attend systems review meetings, and CODI will partner with AtlantiCare to enhance provider communication by using their new Unite software	A this year	No out-of-pocket cost	n/a	FY 2024	VP of Residential Svcs	
Without CARF Accreditation DVRS would discontinue funding	Complete preparation for CARF 2023 inspection	A this year	\$11,640	General Operating	Oct 2023	Leadership	

Consumers in Community Employment Services do not have an opportunity to provide feedback	Hold monthly advocacy meetings with maintenance crew and food service program participants in Community Employment Services	A this year	No out-of-pocket cost	n/a	FY 2024	COO	
Staff on varying shifts lack access to and engagement with Residential Managers	Residential Managers will cover one shift per quarter at group homes they supervise on the 4-12 or overnight shift	A this year	No out-of-pocket cost	n/a	FY 2024	Residential Managers	
Mailed business agreements are often late	Distribute business agreements electronically	C two years	No out-of-pocket cost	n/a	FY 2026	DQI	