


ACCESSIBILITY PLAN
FY 2010-11



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President/CEO

6/21/10
Date

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CROSSROADS DIVERSIFIED SERVICES, INC.

ACCESSIBILITY PLAN

I. REPRESENTATION OF PERSONS WITH DISABILITIES

- A. The Board of Directors will have at least one member who either has a disability or represents or advocates for persons with disabilities. To the greatest extent possible, the disabled board member(s) will have had direct experience with California's public rehabilitation or mental health system(s). It is the obligation of the Board of Directors, with the assistance of the Chief Executive Officer, to fill any vacancies in this position as readily as possible.
- B. When vacancies occur on the Board, a wide range of community organizations will be contacted for possible replacements, including:
 - California Network of Mental Health Clients
 - Non-profit Resource Center
- C. For all job vacancies, job announcements will be mailed to a wide range of community organizations and internet based job search sites, including:
 - Employment Development Department CalJobs Website
 - Sacramento Works Career Centers
 - California State Department of Rehabilitation
 - Sacramento Employment and Training Agency Network
 - Craig's List
- D. All job announcements will specify that persons with disabilities are encouraged to apply.
- E. Agency job applications will ask if the applicant is able to perform the essential functions of the job and emphasizes our compliance with the ADA in regard to providing reasonable accommodations.
- F. Reasonable accommodations are made, when practical, in accordance to Federal and State laws.

II. COMMUNITY PARTICIPATION

- A. Through participation in local, state and national rehabilitation and mental health organizations and activities, Crossroads will actively support and advocate for systemic changes which will remove barriers in architecture, attitude, employment, transportation and communication to persons with disabilities.

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- B. It is the Chief Executive Officer's responsibility to ensure that Crossroads representatives are involved in a variety of statewide and local activities to remove barriers to persons with disabilities.

III. REMOVAL OF ARCHITECTURAL BARRIERS

- A. As of the adoption of this plan, Crossroads' service site is architecturally accessible. Future service sites will be selected with this requirement foremost in mind.
- B. To the extent that it does not create undue hardship, Crossroads will modify workstations to reasonably accommodate persons with disabilities.

IV. REMOVAL OF ENVIRONMENTAL BARRIERS

- A. Crossroads is committed to conducting business in an environment accessible to clients, employees, stakeholders and the community. At the adoption of this Plan, Crossroads' services sites are free of environmental barriers to services. Potential environmental barriers are considered when selecting service sites.
- B. Future Agency literature and marketing materials will include a statement that Crossroads' sites are programmatically and physically accessible.
- C. Crossroads continues to partner with Sacramento Employment and Training Agency and to promote programmatic accessibility through the entire SWCC system. Beginning with FY 2010, Crossroads received funding to partner with the Golden Sierra WIA consortium.

V. REMOVAL OF ATTITUDINAL BARRIERS

- A. Through active participation in local, state and national activities, Crossroads will advocate for the elimination of stigma associated with disabilities. In all dealings with its various publics, Crossroads will encourage the use of "person first" language and represent persons served and services provided in ways that remove attitudinal barriers to persons with disabilities.

VI. REMOVAL OF FINANCIAL BARRIERS

- A. Crossroads continually strives to provide effective and innovative services to job seekers with disabilities. To this end, Crossroad's has committed resources for the purpose of increasing revenue and has hired a Business Services Coordinator to provide linkage with our services to ensure that our services are consistent with the local labor market and current hiring practices.
- B. Crossroads, in partnership with the Sacramento Employment and Training Agency (SETA), continues to seek additional resources that enhance the

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Sacramento Works Career Centers' capacity to serve job seekers with disabilities.

VII. REMOVAL OF EMPLOYMENT BARRIERS

- A. Crossroads strives to increase the employment of persons with disabilities to a rate that is as close as possible to the employment rate of the general population. All services of Crossroads will have, as an overarching goal, the removal of barriers to employment, whether personal or systemic, to persons with disabilities.
- B. Employment vacancies within Crossroads shall be handled in accordance with Sections I.C., I.D., and I.E. above.
- C. To the extent that it does not create undue hardship and in accordance with State and Federal laws, Crossroads will modify jobs and working conditions to reasonably accommodate persons with disabilities.

VIII. REMOVAL OF TRANSPORTATION BARRIERS

- A. Crossroads' service sites will be located as close to public transportation facilities as possible.
- B. When transportation barriers preclude persons with disabilities from receiving services at Crossroads' offices, staff will travel to more convenient public sites, where permitted, to provide services.
- C. As a regular part of Crossroads' community employment services, staff will assist persons with disabilities to utilize all available means of transportation to secure needed services and carry out other service-related activities.
- D. As a regular part of Crossroads' community employment services, staff will utilize any public transportation subsidies available for persons with disabilities.
- E. Crossroads will maintain reserved and marked disabled parking space at each of its leased or owned facilities in line with local regulations and the availability of space.

IX. REMOVAL OF COMMUNICATION BARRIERS

- A. Crossroads will make appropriate accommodations available, as needed and requested, to persons served by the organization.
- B. Persons served are welcome to have a friend, family member, and/or advocate support them throughout their services. Staff will obtain necessary releases of information that reflect the wishes of the person served.

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- C. To the extent possible, materials provided to persons served are available in their native language.
- E. Crossroads strives to provide materials and services in a format accessible to individuals served, potential clients, stakeholders and the community. Our welcome sheet, client handbook and other materials are available in alternative formats.
- F. Crossroads' website is designed in accordance with the Web Content Accessibility Guidelines (WCAG) 2.0. Crossroads uses online validation services to validate content to insure it meets the WCAG guidelines. Crossroads strives to keep up to date on changing technology and incorporate new accessibility features as resources allows.
- G. Staff is trained in the use of the California Relay System for individuals with communication disabilities including the deaf and hearing impaired.

X. REMOVAL OF BARRIERS TO CROSSROADS' SERVICES

The Director of Employment Services Division will, through satisfaction surveys and focus groups, evaluate the ease of access to Crossroads' services for persons with disabilities. In addition, the Director will ensure that the staff composition reflects the Cultural diversity of our community.

Status of Progress in the Removal of Barriers

Crossroads will complete an annual written report that will address the progress made in the removal of identified barriers. The report will include a description of the identified barrier(s), steps taken to eliminate the barrier(s) and any unresolved or outstanding actions remaining. Additional time frames and resources required will be included in the report.

Procedures for Requesting Reasonable Accommodations

Crossroads strives to comply with the Americans with Disability Act, as well as applicable Federal and State Legislation regarding the provision of reasonable accommodations. Persons served may request reasonable accommodations necessary to apply for, engage in, and benefit from services. Requests can be made orally or in writing and provided with sufficient notice to allow Crossroads to assess and implement the reasonable accommodation. Crossroads will provide reasonable accommodations to the extent possible that do not result in undue hardship to the Agency nor result in fundamental alteration of services

Crossroads' employees should make requests for reasonable accommodations to their supervisor. The Director of the Employment Services Division is responsible for deciding on the appropriateness of the accommodation request. A letter from a

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doctor may be requested as permitted by law. Reasonable accommodations that do not result in undue hardship to the Agency nor are a fundamental alteration of job duties will be granted to the extent possible.

XI. COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

It is a policy of the Board of Directors that the organization will comply in all aspects of its personnel and management practices with the Americans with Disabilities Act.

XII. OUTCOMES FROM FY 09-10 ACCESSIBILITY PLAN

1. Crossroads began providing services to at risk youth, including youth with disabilities in Placer and El Dorado Counties.
2. Crossroads provided summer employment to 56 at risk youth, including foster youth, adjudicated youth and young people with mental health disabilities. The success of Crossroad's summer youth program resulted in a second year of funding and a year-round program for at risk youth.
3. Crossroads secured ARRA funding for our Case Services Contracts in both Sacramento and El Dorado counties serving persons with mental health disabilities, as well as additional ARRA funds to serve youth and adults through the Sacramento Works Career Center – Citrus Heights. In all, Crossroads secured over \$500,000 in ARRA funds.

XIII. FY 10-11 Goals

1. Increase usage by job seekers with disabilities of the Sacramento Works Career Center – Citrus Heights by 10% in FY 2010.
2. Continue secure additional funding to offset substantial decreases in County and State resources to continue to provide effective employment services to adults with barriers to employment, including mental health disabilities.

XIV. EVIDENCE OF INPUT AND APPROVAL

- A. In preparation for our 10-11 FY Plan, the President/CEO of CDS and the Director of the Employment Services Division sought input from various stakeholder groups to identify the needs of at risk youth and job seekers with severe mental illnesses.
- B. This Accessibility Plan for FY 10-11 was reviewed by Crossroads Management team on June 15, 2010.