

# NeoGenesis, LLC 2012-2014 Accessibility Plan

NeoGenesis, LLC celebrates the barriers overcome since the inception of the agency just five months ago. With willing community based workers and utilization of Medicaid transportation, we have made our services accessible for people with mental health and substance abuse disabilities. With the organization's move to its current bottom floor wheelchair accessible facility in June, the organization has removed many barriers for both children and adults with disabilities.

This Accessibility Plan outlines the work that lies ahead as the organization continues to identify, remove and prevent barriers for persons with disabilities within the organization as well as in the community. The plan will serve as a guide for the organization for the next two years. It will be reviewed regularly to document the organization's progress in completing identified activities for barrier removal. The plan will also provide for the continual monitoring of the organizations accessibility status, plans, and priorities, as well as its financial and other resources, and implement barrier removal as new measures become readily achievable.

## GOAL

The goal of the Accessibility Plan is to describe actions NeoGenesis, LLC completed during 2012, and will take during 2012-2014 to identify, remove and prevent barriers to all people with mental health and substance abuse disabilities accessing our facility and services. These actions are taken to benefit staff, consumers, families, visitors and volunteers of the organization.

## ACCESSIBILITY MILESTONE ACHIEVEMENTS DURING 2009-2011

1. NeoGenesis, LLC acquired a new Greenville location which separated program area and administrative offices separate.
2. Acquire a mini-van and 15 passenger van to accommodate clients by transporting them to their appointments and facility- based services.
3. Developed NeoGenesis, LLC Foundation to assist families by providing afterschool and summer care along with parenting classes, etc.

## OBJECTIVES

This report serves to accomplish the following:

- Communicate the continual commitment of NeoGenesis to remove barriers to persons with disabilities and comply with the requirements of applicable local, state, and federal regulations pertaining to accessibility.
- Describe the process used to identify, remove and prevent barriers to people with disabilities.
- Review the past accomplishments of the organization in removing barriers to people with disabilities.
- List the barriers identified in this year's accessibility audit of its facility, programs, and policies.
- Lay out a plan for addressing barriers identified.

# NeoGenesis, LLC 2012-2014 Accessibility Plan

- Describe the on-going efforts of the organizations in identifying and preventing barriers on an everyday basis.
- Describe the way in which the organization will monitor progress of the plan.
- Describe the ways the organization will make the plan available to the public.

*For the purpose of this plan a barrier to accessibility can be described as anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an attitudinal barrier, environmental barrier, financial barrier, communication barrier, employment barrier, and transportation barrier.*

## ACCESS COORDINATORS

The CEO has appointed Eric Moore and Daniel to serve as the Access Coordinators for the duration of this plan (2 years) or until this position is otherwise appointed.

It is the responsibility of the Access Coordinator to:

- Annually conduct an organizational self-assessment to identify barriers in the following areas: architecture, environment, attitudes, finances, employment, communication, transportation, and any other barrier identified by persons served, personnel, and other stakeholders of the organization.
- Develop the organization's accessibility plan, which lists the barriers that limit access to programs, outlines how the barriers will be removed, develops a schedule for steps to remove barrier(s), and identifies persons(s) responsible for implementing the plan.
- Monitor and communicate progress of the plan regularly (no less than every six month)
- Update plan annually.

## ACCESSIBILITY TEAM

The Accessibility team plays an integral part in the development and monitoring of the organization's Accessibility Plan. The following individuals have generously agreed to serve on the Accessibility Work Group for this plan.

### NAME AFFILIATION

Kendrick Britton  
Eric Moore  
Daniel Moore

## VISION

It is the vision of NeoGenesis for all people with MH/SA disabilities to receive the support they need and to be productive members of their community.

## MISSION

# NeoGenesis, LLC 2012-2014 Accessibility Plan

NeoGenesis, LLC strives to provide Mental Health and Substance Abuse consumers with the tools needed to manage their conditions and function as positive forces within their communities.

## OVERVIEW OF SERVICES AND PROGRAMS

NeoGenesis, LLC is a for-profit organization providing services for children and adults with mental health and/or substance abuse disabilities in Eastern North Carolina. The following is a brief description of each program the organization offers:

### **Intensive In-Home**

This is a time-limited intensive family preservation intervention intended to stabilize the living arrangement, promote reunification or prevent the utilization of out-of-home therapeutic resources (i.e., psychiatric hospital, therapeutic foster care, residential treatment facility) for the identified youth through the age of 20.

### **Community Support Team**

Community Support Team (CST) services consist of mental health and substance abuse rehabilitation services and supports necessary to assist adults (age 18 and older) in achieving rehabilitative and recovery goals. This is an intensive community rehabilitative service that provides treatment and restorative interventions to; assist individuals to gain access to necessary services; reduce psychiatric and addiction symptoms; and develop optimal community living skills offered by the CST shall be documented in a Person Centered Plan and must include; assistance and support for the individuals and their families; individual restorative interventions for the development of symptom monitoring and management skills; monitoring medication; and self-medication.

### **Child and Adolescent Day Treatment**

Day treatment includes a structured treatment service program that builds on the strengths and addresses the identified functional problems associated with the complex conditions of each individual child or adolescent and family. It is available for children 5 to 27 years of age (20 or younger for those who are eligible for Medicaid). Services offered daily at the Trenton location.

### **Substance Abuse Comprehensive Outpatient Treatment (SACOT)**

The NeoGenesis SACOT Program is a service emphasizing reduction in use and abuse of substances and/or continued abstinence, the negative consequences of substance abuse, deployment of social support network and necessary lifestyle changes, educational skills, vocational skills leading to work activity by reducing substance abuse as a barrier to employment, social and interpersonal skills, improved and maintenance program.

### **Substance Abuse Intensive Outpatient Program (SAIOP)**

# NeoGenesis, LLC 2012-2014 Accessibility Plan

Substance Abuse Intensive Outpatient Program (SAIOP) means structured individual and group addiction activities and services that are provided at an outpatient program designed to assist adult and adolescent consumers to begin recovery and learn skills for recovery maintenance. This program is offered at least 3 hours a day, at least three days a week, with no more than 2 consecutive days between offered services.

The recipient must be in attendance for a minimum of 3 hours a day. This program is expected to last 3-5 months with weekly care options available that meet the minimum requirements above.

## **Psychosocial Rehabilitation (PSR)**

The NeoGenesis Psychosocial Rehabilitation (PSR) service is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. The service is based on the principles of recovery, including equipping consumers with social skills, emphasizing self-determination and employment, and independently using natural and community support.

## **Outpatient Services**

**Outpatient Treatment Services** are one-to-one, family or group counseling designed to help people use their own personal and social strengths in order to lead more satisfying and fulfilling lives. The goal of counseling is to help persons work through any personal problems that may occur during the course of their life. Our counseling includes:

- Outpatient psychotherapy (individual, group, and family)
- Clinical Assessments
- Substance Abuse/ Addiction Counseling
- Home/Community based psychotherapy (individual, group, and family)

## **Medication Management**

Medication Management encompasses those processes, through which medicines are selected, prescribed, and reviewed by the Medical staff at NeoGenesis. Medication Management involves providing and then reviewing medications for their side effects and observing and encouraging people to take their medications as prescribed.

## **IDENTIFIED BARRIERS AND PLAN FOR REMOVAL**

The following is the organization's plan for removal of identified barriers. Where more information is needed before a permanent and/or intermediate solution can be determined, the method to be used for gathering information is indicated. This information will then be shared with the Access Coordinator, CEO and Accessibility Work Group and next steps in the removal of the barrier will be discussed and determined in follow up meetings of the Accessibility Work Group. Documentation of agreed upon solutions to identified barriers and status of identified activities will be maintained in appendices to this plan

Barriers	Solution	Priority	Cost	Status	Due Date	Responsible Party
<i>Attitude Barriers</i>						

# NeoGenesis, LLC 2012-2014 Accessibility Plan

Increase community awareness of the organization's mission and programs/services provided.	<ul style="list-style-type: none"> <li>Brainstorm with staff regarding opportunities for education and implement as feasible.</li> <li>Redesign Internet web site</li> </ul>	A- Ongoing	Staff Time		12/31/2014 9/30/2012	CEO Clinical Director Operation Officer QM/Training Director
Increase family and community members' vision of people with disabilities as contributing members of the community.	Brainstorm with staff regarding opportunities for education and implement as feasible.	A	Staff Time		12/31/2014	CEO Clinical Director Operation Officer QM/Training Director
<b>Physical Barriers</b>						
A ramp needs to be placed	Schedule on site visit to review space requirements and determine best placement of accessible wheelchair ramp Report recommendations to CEO.	B	Staff Time		1/1/2013	CEO
<b>Communication Barriers</b>						
Barriers	Solution	Priority	Cost	Status	Due Date	Responsible Party
Increase Adult Support Activities' staff knowledge of sensory and communication disabilities.	Research training options and report findings to Management Team	C	Staff Time		12/31/2012	Clinical Staff QM/Training Director
Increase staff awareness of resources available for communicating and serving people of different cultures	Develop resource guide to include information on where to go to get interpreter services, materials in alternative formats, etc.	A	Staff Time		12/31/2012	Clinical Staff QM/Training Director
<b>Transportation Barriers</b>						
There are none reported at this time. This plan and section can be revised as needed as Neo Genesis, LLC expands in multi-locations.						
<b>Employment Barriers</b>						
Substance abuse and licensed staff is difficult to find in the Eastpointe Catchment area	Identify opportunities to link with East Carolina School of Rehabilitation to recruit SA staff out of the masters program	A,B,C,D	Staff Time			Clinical Staff Human Resources
<b>Financial Barriers</b>						
Limited financial resources for outside agencies to have training and support to fully integrate families into their programs	Work through existing community partnerships and councils to raise awareness and develop new resources.	A	Staff Time		12/31/2012 On-going	Coordinator
Mental health reform may impact the billing potential of services.	Diversify services					
Barriers	Solution	Priority	Cost	Status	Due Date	Responsible Party
<b>Program Access Barriers</b>						
Increase staff knowledge of accessibility	Add training on accessibility requirements to new employee orientation.	A	Staff Time		12/31/12	Clinical Staff

# NeoGenesis, LLC 2012-2014 Accessibility Plan

requirements.						
Need for formalized process for determining whether a policy or modification of practice would fundamentally alter nature of program.	Formalize decision making process to determine when policy or modification alters nature of program.	A	Staff Time		12/31/12	CEO Medical Director Clinical Director Management Team
LME does not refer consumers to agency after triage is completed	Market using internet based sources and linking to community agencies such as DSS and the health dept. for referrals	A	Staff Time		12/31/2012	CEO Clinical Director  QM/Training Director
VO has the ability to deny attempts to authorize services	Ensure staff responsible for authorizations are exact and through in their attempt to obtain authorization.	A	Staff Time		Ongoing; Will discuss at management meeting to assess	Clinical Staff
Increase consumer's and employee's knowledge of their rights under the ADA	Add information on rights to consumer intake process and employee orientation.	A	Staff Time		10/01/2012	QM/Training Director
Increase consumer and public knowledge of the organization's provision of accessible programs and on-going accessibility efforts.	Add section to Internet web site to share information on the provision of accessible programs and the organization's accomplishments/ongoing efforts in this area Make accessibility plan available to consumers, employees and the public	A	Staff Time		12/31/2012	QM/Training Director
<b>Priority Coding</b>						
<b>A = this year; B = next year; C = as needed; D = continual</b>						

## REASONABLE ACCOMMODATION

Title I of the Americans with Disabilities Act of 1990 (the "ADA") requires NeoGenesis to provide reasonable accommodation to qualified individuals with disabilities who are employees or applicants for employment, unless to do so would cause undue hardship. "In general, an accommodation is any change in the work environment or in the way things are customarily done that enables an individual with a disability to enjoy equal employment opportunities." There are three categories of "reasonable accommodations":

# NeoGenesis, LLC 2012-2014 Accessibility Plan

"(i) modifications or adjustments to a job application process that enable a qualified applicant with a disability to be considered for the position such qualified applicant desires; or

(ii) modifications or adjustments to the work environment, or to the manner or circumstances under which the position held or desired is customarily performed, that enable a qualified individual with a disability to perform the essential functions of that position; or

(iii) modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities."

The duty to provide reasonable accommodation is a fundamental statutory requirement because of the nature of discrimination faced by individuals with disabilities. Although many individuals with disabilities can apply for and perform jobs without any reasonable accommodations, there are workplace barriers that keep others from performing jobs which they could do with some form of accommodation. These barriers may be physical obstacles (such as inaccessible facilities or equipment), or they may be procedures or rules (such as rules concerning when work is performed, when breaks are taken, or how essential or marginal functions are performed). Reasonable accommodation removes workplace barriers for individuals with disabilities.

Reasonable accommodation is available to qualified applicants and employees with disabilities. Reasonable accommodations must be provided to qualified employees regardless of whether they work part-time or full-time, or are considered "probationary." Generally, the individual with a disability must inform the employer that an accommodation is needed.

There are a number of possible reasonable accommodations that an employer may have to provide in connection with modifications to the work environment or adjustments in how and when a job is performed. These include:

- making existing facilities accessible;
- job restructuring;
- part-time or modified work schedules;
- acquiring or modifying equipment;
- changing tests, training materials, or policies;
- providing qualified readers or interpreters; and
- reassignment to a vacant position.

A modification or adjustment is "reasonable" if it "seems reasonable on its face, i.e., ordinarily or in the run of cases;" this means it is "reasonable" if it appears to be "feasible" or "plausible."

# NeoGenesis, LLC 2012-2014 Accessibility Plan

An accommodation also must be effective in meeting the needs of the individual. In the context of job performance, this means that a reasonable accommodation enables the individual to perform the essential functions of the position. Similarly, a reasonable accommodation enables an applicant with a disability to have an equal opportunity to participate in the application process and to be considered for a job. Finally, a reasonable accommodation allows an employee with a disability an equal opportunity to enjoy the benefits and privileges of employment that employees without disabilities enjoy.

NeoGenesis has not made reasonable accommodations thus far.

## REVIEW AND MONITORING PROCESS

The Access Coordinator will schedule meetings with the Accessibility Work Group at least once a year to review the progress of the Accessibility Plan. The Barrier-Removal schedule will be reviewed to ensure identified barriers are being addressed within assigned timelines. Documentation on status and changes will be maintained in the appendices of this plan.

## COMMUNICATION OF THE PLAN

Copies of NeoGenesis's Accessibility Plan will be made available upon request to consumers, employees, visitors and the public. Upon request the plan will be made available in alternative formats.

## PERFORMANCE INDICATORS

NeoGenesis will measure key performance indicators. We have chosen the following indicators:

1. New customers acquired
2. Demographic analysis of individuals (potential customers) applying to become customers, and the levels of approval, rejections, and pending numbers.
3. Status of existing customers
4. Customer attrition
5. Turnover (i.e., Revenue) generated
6. Improvement of consumers outcomes based on goals

This plan has been and approved by Kendrick Britton, CEO .

Signature \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_