



**Residential Opportunities, Inc.  
Accessibility Assessment Summary and Plan  
Board approval of revisions and new plan October 2009**

**I. Overview**

Since its inception, ROI has based its supports and services on the needs of individuals with disabilities. After our initial development, new programs were designed to meet the needs of the individuals coming back to the community from the state institutions. Facilities were developed with ramps, widened doorways, egress windows and doors, and wide-open spaces. Program supports and services often included vans with lifts, public and alternative transportation, enhanced staffing ratios, assistive communication devices, and an assortment of adaptive equipment designed to support independent eating, bathing, and grooming. Overcoming the obstacles of accessibility was incorporated into the way we do business and became part of our agency Core Values. While many informal efforts had always been in place, in May of 2000, ROI completed its first formal comprehensive assessment of accessibility.

That first assessment yielded such changes as an automatic door button to enter and exit the administrative office, an area for someone with a disability to complete a job application, additional widening of doorways in our group homes, the purchase of additional equipment, the marking and painting of potential safety hazards, and the addition of lighting to a fire system for someone with a hearing impairment. Through the annual review and update process, additional improvements have been made. In the 2002 – 2004 review, we broadened our assessments to include ROI's housing services. Most recently in July/August 2009, we completed a full survey identifying the architectural, environmental, attitudinal, financial, employment, communication, and transportation barriers faced by the individuals we serve, their families and friends, other service professionals, our staff, and other stakeholders.

**II. Definitions**

**Architectural barriers** are those physical barriers that prohibit or impede access to buildings, sites, or grounds.

**Environmental barriers** are those locations or characteristics of settings that may impede the successful delivery of services.

**Attitudinal barriers** are those in language, terminology, inclusion, input, treatment, and views of personnel, stakeholders, and the community with respect to individuals served that may impede service delivery or one's quality of life.

**Financial barriers** are those barriers represented by inadequate funding, resources, or opportunities which impact the level of service provided/delivered.

**Employment barriers** are policies, procedures, practices, opportunities, that impede access to employment or the successful delivery of services.

**Communication barriers** are those that impede understanding and access to services and supports.

**Transportation barriers** are those barriers that restrict or limit access to supports and services.

## Agency Strengths

### Architectural Accessibility

ROI utilizes a variety of means to evaluate potential barriers and then to address them. ADA checklists are used in residential sites, rental housing sites and at our administrative office to identify physical barriers. These barriers are evaluated with respect to the individuals served and, where necessary, a plan of correction is developed. Barriers and potential barriers are reevaluated annually and/or any time the needs of an individual change. Routine maintenance and monitoring is completed by program coordinators, maintenance staff, and professional contractors in addition to external inspections conducted by state and federal regulators. Planning and development of new program sites/ locations are developed not only to ensure architectural accessibility for individuals served, but in response to an identified need in our community.

### Environmental Accessibility

ROI strives diligently to promote environmental accessibility in all sites and locations. Creating and ensuring that the environment one lives in, works in, or comes to is safe, comfortable, and approachable is an integral part of our philosophy and core values. Staff are trained to be vigilant in protecting the environment for the benefit of those served. Staff ensure that rugs have non-skid backing, that hallways are kept free of clutter, that adaptive equipment is properly maintained and cared for, and that furnishing the home is designed around the accessibility needs and the interests of the individuals served.

### Attitudinal Accessibility

Staff and volunteers must complete training sessions in Diversity, Agency Orientation, Introduction to Residential Living in a Community Setting: Your Role as Direct Care Staff, Working with People, Person Centered Planning, and Self-Determination. These trainings, along with the remainder of our training curriculum, provide insight and history into attitudinal barriers that may be encountered. A cross section of agency staff, individuals served, and other stakeholders were involved in the initial development of our mission and core values and continue to be involved in review and revisions. Education and training is provided through lecture, discussion, role modeling/playing, and videos and occurs at all levels of the agency on an ongoing basis. It is a standing agenda item for monthly staff meetings.

ROI has an active Diversity Committee, which facilitates training for all staff that is specifically geared to the needs of the agency, the individuals served, staff, and customers. The committee is also involved in providing information regarding community diversity events. This information is posted in the administrative office, available to program sites, and in our monthly staff newsletter. The chair of this committee serves on the 5 county Mental Health consortium.

ROI works closely with Community Advocates to help address issues that may be imposed by the broader community. Our volunteer program and community based Board membership also help educate the community. ROI staff facilitates numerous community activities that provide exposure and education for community members and work hard to be good neighbors in their communities.

### Financial Accessibility

ROI provides ongoing training and education regarding the financial resources available, the status of those resources, and how to access them. Our Representative Payee Services program has been recognized by the FIA in our community and we receive many referrals for this service in addition to providing it at no cost to individuals served in specialized residential by ROI. The quality and success of this program is reflected in our Agency Outcomes and annual satisfaction survey. Program supervisors receive training in monitoring and managing home budgets and individual resources (personal care monies, food stamps, Medicaid/Medicare). We have support staff dedicated to monitoring benefits for individuals served to ensure that those benefits remain intact and available for their use.

One of the many tasks of the Fund Development Directors is to raise funds for our Independence Fund. This fund is administered through a staff driven committee and supports things such as personal supplies, trips, medical supplies/adaptive equipment, and holiday gifts for individuals served. Our Endowment Fund, administered by a community foundation, was developed to ensure that ROI would be able to provide services now and in the future. The agency has worked tirelessly to advocate for lost or under funded services (most recently the loss of dental services) by writing letters to state officials and attending public meetings.

Through our subsidiary, Homestead Housing Service, ROI is active in developing low income housing in Kalamazoo County.

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Many of our rental units are available to individuals with disabilities who are utilizing the mental health system. ROI collaborates with the Kalamazoo Board of Realtors, some of whom are current or former members of our Board of Directors.

Our Human Resources department provides a great deal of information to staff regarding community resources available to assist with a variety of needs, including tax help (on site preparation and filing for individuals served; and information for staff on free tax preparation services and the Earned Income Credit), child care resources (via referral to the local 211 network and Child Care Resources), and referrals for benefits-eligible staff to an Employee Assistance Program (a voluntary service that provides professional information, counseling, and referral services to eligible employees who may be experiencing personal stress). Our benefits committee works diligently every year to advocate for and secure quality health, vision, dental, and life insurance for employees.

#### Employment Accessibility

ROI staff collaborates closely with agencies providing employment opportunities for individuals served. Based on person centered planning and choices individuals are assisted in the development and maintenance of skills necessary to be good employees. ROI staff actively advocate for these services for individuals as part of the service team. As an employer, ROI has assisted staff to be successful employees by doing such things as working with job coaches, providing materials in different languages, and partnering with a local taxi service to assist employees with transportation to work.

#### Communication Accessibility

ROI has developed a great deal of written material to provide information and education about the agency. Our Individual Handbook is written to be easily understood and staff is able to adapt the presentation of information to the needs of the person receiving it. Information regarding recipient rights, HIPAA, state and federal employment postings are available in Spanish. ROI also maintains a web site that has a great deal of information on the agency and how to access services.

Adaptive equipment for communication and understanding information is available. Strobe lights and vibration devices are available to alert hearing impaired individuals to emergency situations. Training is provided in the care and maintenance of assistive communication devices to ensure proper functioning as needed.

#### Transportation Accessibility

Staff received training in safe driving techniques. Driving status history is reviewed prior to allowing staff to transport individuals served and is reviewed periodically. Additional training regarding the use of adaptive equipment is completed as needed. We also collaborate with Kalamazoo County Care a Van to meet the transportation needs of the individuals served. Assistance and training is provided to individuals served who desire to access community transportation services.

All program sites work to facilitate attendance at meetings, medical appointments, community/leisure/recreational activities for individuals served and family members by providing transportation (including for family members, if necessary).

### **IV. Summary and Update**

**Portage Road** group home underwent significant structural remodeling in an effort to meet the increasing needs of the individuals served by that program. The remodel, which was completed in 10/2007, allows for increased flexibility of the home, provides for increased common area to allow individuals greater space, better ability to provide for those with physical disabilities, and offers everyone the opportunity to have his/her own bedroom.

At the **Schuring Rd apartments**, ROI improved visitability and accessibility through concrete additions and modifications.

We received a specialized residential license for our program operated at **D Avenue**. D Avenue received its temporary license on 1/18/08 and its permanent license on 7/23/08. Recent improvements to this program included finishing the basement on the west side of the house, and adding an exit door from the basement with steps leading out to the backyard.

Our **Mandigo** group home underwent an extensive remodel in August 2009. This included extensive remodeling of a bathroom, including a large roll-in shower area, to make it fully accessible.

We are currently in the process of relocating our **Nature Way** program. The move from Nature Way to Fair Oaks, in Kalamazoo's Winchell neighborhood, will: increase the home's accessibility; provide nearer access to area medical facilities; improve the program's aesthetics / physical space across the board; improve neighborhood access and opportunities for inclusion; and greatly increase the volume of physical space, which in turn will afford individuals more privacy throughout the house (including individual bedrooms) and allow for more equipment and personal belongings to be readily accessible at the site.

ROI purchased (with low-income housing tax credit financing) two apartment complexes, at **Duke and Barrington Woods**, which ROI significantly renovated and adapted to become barrier free and/or low-income housing options for individuals with and without disabilities. ROI is the general partner for Duke and Barrington Woods. The purchase of these two locations added 3 barrier free units, 17 accessible units, and 22 regular units to ROI's cache of affordable housing. ROI began renting apartments at these complexes in September 2007, and the final units were completed in August 2008. We have 91 units of Rental housing in addition to Duke and Barrington Woods. Of those, we provide supported living services in 17 of our units.

#### **IV. Accommodations and Resolution of Barriers**

The following chart identifies only a sampling of the ways in which ROI currently facilitates full access to supports and services. It represents ROI's commitment to accessibility along the full spectrum of potential barriers.

## ARCHITECTURAL

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	An individual moved into an apartment and the grab bars in the bathroom were not placed where they were helpful to him.	Advocated on behalf of individual to property managers, with the result that the property managers added grab bars.
Azure	Individual was not able to operate the emergency call system at Azure.	Added an automatic auditory monitor for his apartment.
Azure	The emergency call system at Azure is not portable. If the overnight staff is assisting some one in one apartment, he/she is not able to hear a call from another apartment.	Modified the automatic auditory monitor used in an individual's apartment to work with the system in the office, to make the entire system portable.
Azure	Individual has a history of eloping.	Added alarms to Individual's doors and integrated it with a pager for the overnight monitor to know when he leaves his apartment at night.
Litchfield Nature Way	Individuals enjoy accessing their yard, but lack safety skills that would increase independence outdoors.	Fence added to yard.
Litchfield	The behaviors of the individuals indicated a preference for single bedrooms.	When program was relocated, additional bedrooms were obtained to allow for increased number of single bedrooms.
Litchfield	Individual's independent mobility skills have decreased.	When the program was relocated, ramps were added.
Nature Way	Individual was accessing the kitchen, which was potentially dangerous and unsanitary for him.	Half door constructed between the kitchen and dining room.
Nature Way	Behaviors of individuals make picture frames unusable in home.	Murals painted on walls.
North Drake	Ramps were not non-slip.	Carpet added to make ramps non-slip.
North Drake	Microwave was in an unsafe location.	Microwave was moved due to safety concerns.
North Drake	Breaking glass presented safety concerns for individuals exhibiting aggression	Windows were all replaced with Lexicon/ Plexiglas due to safety concerns
North Drake	Individual's behavior issues present safety issues when glass is present.	Neplas was added to a bedroom for safety.
Portage	Kitchen area presented safety issues for individuals living in the home.	Originally, a ½ door was installed that allowed protection while not compromising supervision or openness. More recently, the ½ door was converted into a "dutch-style door" to further protect an individual / increase safety in the kitchen.
Old Post	Individual transferring back to the community from state institution needed an alternative bathroom option due to behavioral challenges.	Modified the shower to allow for a second option for bathing in the home.
Old Post	Individual served in state institution was ready to transfer back to the community, but presented unique staffing and behavioral challenges.	Evaluated and managed the program for potential safety hazards to allow a consumer to return to the community from the institution.
Old Post	Individual's behaviors resulted in toilet clogging problems for the group home.	Installed a super toilet to assist with managing the inappropriate behaviors of a consumer returning from the institution.
Portage	The needs of the individuals have changed since the home was first developed.	Home renovations completed 10/07 to increase common space, improve the bathrooms, and offer single bedrooms. An ADA-standard bathroom was added.
Rental Units	Individuals living in Supported Living, who choose to rent property from ROI, may have additional needs beyond that of someone without disabilities.	ROI Housing staff work with the individual to match their needs to the apartment. As new housing is developed, barrier free options are furthered.
Specialized Residential Homes/SLA	Individuals with cognitive and physical disabilities often need housing that has extreme needs for maximum accessibility.	All ROI programs meet the needs of the individuals living in that home at the time. Six of the homes are former "AIS" models and offer full accessibility. All six of those homes offer roll in showers and three offer whirlpool tubs. As needed, homes are fitted

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Program	Potential Barrier (who/what)	Solution
		with ramps, widened doorways, and environmental designs necessary to meet the needs of the individuals who reside there. As needs change, attempts are made to modify the home to allow the individual to maintain his/her placement.

## ENVIRONMENTAL

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	Carpets in many apartments got very dirty due to wheelchair use and general hygiene issues. Property management not interested in cleaning as often as necessary.	ROI staff clean carpets with steam cleaner.
Azure	An individual who did not qualify for a barrier free apartment had problems getting in and out of her shower.	Worked with another individual and switched apartments so individual has a walk-in shower.
Azure	An individual wanted to wait for his OT to fit him for his new shower chair to use in his bathtub. He would not allow us to help him with a shower for fear of safety.	We borrowed a shower chair from Lending Hands and made arrangements to use the roll-in shower in the community area.
Azure	Individuals complained that when relief staff worked, they didn't know them and were not always sure they were supposed to be entering their apartments, even when they had been working on site for a few days and had previously been introduced.	We implemented that familiar staff would always walk in with unfamiliar staff and reintroduce them.
Nature Way	Individual has some ambulation and falling issues when walking. Another individual also had problems with walking due to seizures.	Both individuals have harnesses so that staff can assist with walking and prevent any falls. In addition, furniture is kept to a minimum to reduce barriers.
Nature Way	An individual's pica-related behaviors cause picking at and eating furniture.	Switched from leather and vinyl furniture to hard plastic dining chairs and futons with sheet covers in living room.
Nature Way	Residents/guardians requested locks on some bedroom doors and closets, so that another resident could not harm their possessions.	Locks placed.
North Drake	Phone was often the target of aggression by individuals served and resulted in a disruption of phone service.	Phone was relocated.
North Drake	Rocks in backyard were potential weapons.	Removed rocks to make back yard safer.
North Drake	Railroad ties in backyard presented mobility barriers.	Removed old railroad ties to make back yard more accessible.
North Drake	Carpet was unsanitary due to behaviors of individuals.	Replaced with vinyl due to ensure a cleaner environment and promote healthy home
North Drake Old Post	Individuals with behavioral concerns have higher need for supervision and intervention.	Placed 1:1 staffing with some individuals.
North Drake	Educating an individual on safety when using the phone and while on the internet.	Found documentation on the internet regarding the issues, talked about the pros and cons, talked about independence and responsibility.
Old Post	Individual served in state institution was ready to transfer back to the community, but presented unique staffing and behavioral challenges.	Added a second ON staff to the shift pattern to allow individual served to return to the community (since discontinued).
Old Post	Individual served in state institution was ready to transfer back to the community, but presented unique staffing and behavioral challenges.	Added a one-one staff to the shift pattern for 12 hours per day to allow individual served to return to the community (only 6 hours per day now).
Old Post	Individual served in state institution was ready to transfer back to the community, but presented unique staffing and behavioral challenges.	Provided additional training to staff related to brain injury and post traumatic stress disorder.
Osterhout	Families and individuals expressed interest in fresh fruits and vegetables.	The staff worked with a family member to plant a garden in the yard, which still yields strawberries.
Parkview	An individual served is deaf.	Staff utilize signing during evacuation.
Willowbend	Individuals enjoy caring for animals and love observing aquatic animals.	We now have a fish tank with two fish that the Individuals take turns feeding and enjoy watching.
Willowbend	Television was difficult for more than two people in wheelchairs to watch at one time.	Purchased a television with a flat screen so that everyone may view it from throughout the room at the same time.

Wisner	Consumers needed activities to help them with independence and relaxation.	Added a vegetable garden on the house grounds that consumers help tend to.
Wisner	Consumer bothered by noise that his roommate makes at night.	White noise and sleep blinders added for the consumer.
Wisner	Consumer agitated by the smell of ileostomy care for her roommate.	Ileostomy bag care now handled in nearby staff bathroom to avoid odor around the other consumer.

## ATTITUDINAL

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	An individual likes to walk to the corner gas station when he is upset and needs a break. The gas station staff were not sure that he was "ok" when he came in.	Staff met with owners and staff with guardian permission, and discussed concerns and left them contact information.
Azure	An individual met a man on line who started making her nervous when he asked a lot of questions about this site and pressed her to meet him at a hotel when he came to town.	At individual's request, the Program Coordinator called the man and the local police and told him to stop contacting the individual.
Douglas	Individual prefers participation with non-disabled peers. His social and/or safety skills may present issues for appropriate inclusion.	The program has worked with the individuals desired "community" ensuring cooperation and understanding of the individuals needs.
Lynn Terrace	Lynn Terrace Condominium Association has not always welcomed the individuals with disabilities to their community.	ROI has worked through both formal and informal channels to educate the membership of the Association, to improve the image of individual with disabilities, and to advocate for fair treatment.
Nature Way	Individual desired to age "in place," in his own home, as he faced end-of-life issues.	ROI assisted the individual in Hospice enrollment and worked collaboratively with Hospice to care for the individual while the individual remained at Nature Way until his death in August 2009.
North Drake	Coordinated art class at KIA for the guys at Drake and others in agency.	Get ROI's name out there to another market, which resulted in the interview and hiring of one student of the Health Occupations class.
Portage	No communication with neighbors who seemed to be pretty unaware of the existence of the group home.	Program staff met with the neighbors and began to "trade and share sugar." Soon, neighbors were allowing individuals served to visit and to pet their horses.
SLA	Community Awareness	Camp Tavor – Took a group of kids to camp for the day as a learning opportunity for both groups of kids.
SLA	Community Awareness	Spoke at Pretty Lake Camp to educate counselors on working with kids with special needs.
SLA	Community Awareness	The Individuals served and staff worked with kids at a local high school who were doing a play about people with disabilities to help them learn more about living with disabilities.
SLA	Community Awareness	Participated (Individuals served and staff) on a speakers panel at the play to educate the audience on living with disabilities.
SLA	Recently two guys from SLA moved to a neighborhood that mostly consists of older people. We introduced ourselves to the surrounding neighbors.	Make sure the staff knows the whereabouts of the individuals, doors are locked, and they don't take them out when upset, and making sure the staff understands the plans.
SLA	Individual wanted to attend a church.	The program has assisted the individual to become a fully participating member of the St. Thomas parish.
SLA	Individual lacked a network of community supports.	He has been attending "Harvey's on the Mall" on Sundays and building relationships with a couple of the waitresses. They now greet him when he comes in the door, know what his order will be and enjoy time visiting together.
Willowbend	Individuals enjoy pet therapy.	Program arranged for dogs to visit the home weekly.
Willowbend	Individuals enjoy late evening outings.	Program has arranged for schedule to accommodate later outings.
Wisner	Local Sunny Mart store was frustrated with consumers and staff for following dietary guidelines and behavior plans while shopping.	Letter sent and face-to-face contact made with store manager and encouraged them to treat our consumers like any other patrons in their store.

## FINANCIAL

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	Many of the individuals at Azure like to go out in the community, and cannot afford necessary staff portion of the expenses.	Obtained staff portion of expenses from the ROI independence fund.
Azure	Individuals at Azure enjoy parties and events for the Azure community, but cannot afford the on-going expenses.	Obtained funds from the ROI independence fund for expenses for on-site parties for those individuals.
Azure	Individual had a staff research several OT supply options for him, and the ones he chose were not covered by his insurance.	Obtained funds from the ROI independence fund and from Community Advocates.
Douglas	Individual lacked the funds necessary for a vacation and for clothing.	ROI Independence fund supported the trip and clothing money.
SLA	Individual has trouble keeping his bridge card from becoming demagnetized.	Supported the individual to develop the skills to tell the cashiers how to manually enter his number.
35 <sup>TH</sup>	Two individuals expressed interest in retiring from traditional day program.	Program worked closely with CMH to advocate for alternative funding to support individuals' choice to stay home; individuals have since retired from the day program.
HHA/Respite	One income family with two children receiving services. Family could not afford to send two sons to a baseball game they wanted to attend.	Worked with fund raising to help them pay for trip that they would otherwise not have been able to afford.
North Drake	Individual's behaviors and associated mental illness made attendance at day program difficult. His placement was in jeopardy.	Advocated for funding so that an individual could take an extended break from MRC while medications were being tweaked.
North Drake	An individual's behaviors indicated he desired to spend his day differently.	Advocated for funding for an individual to retire from MRC and spend his days differently.
Parkview	Individual desired to participate in trip to Disney World but lacked the financial resources.	Obtained funds from the ROI independence fund.
Parkview	Individual desired to retire from traditional day program.	Program Coordinator worked with the Supports Coordinator to secure alternative funding to support the hours in the home.
Parkview	Individual did not have sufficient funds to meet needs for personal community integration.	Obtained funds from the ROI independence fund.
Payee Services	Individuals with disabilities often lack the skills necessary to manage their own funds, maintain their full benefits, and keep their bills paid.	ROI Payee services offer the assistance needed to ensure maximum financial stability for the individual served.
Portage	Individual's income did not support her clothing needs.	Obtained funds from the ROI independence fund to help her afford additional clothing.
Portage	Individual desired to retire from traditional day program.	Program secured alternative funding that allowed the individual to remain home. The individual who "retired" is at home two days a week now using the funding, and has returned to a different program that provides occupational therapy for him 3 days/week.
SLA	Individual did not have enough money for the Tigers game.	Obtained funds from the ROI independence fund to enable him to attend the game.
SLA	Individuals living in Supported Living are on fixed low-incomes.	ROI Housing services worked to provide a continuum of low cost and affordable housing options to people with disabilities.
Willowbend	Not all of the Individuals that wanted to go on the cruise had enough funds on their own.	Obtained funds from the ROI independence fund.
Willowbend	DW was in need of dentures and could not afford them on his own.	Worked with local dentist to obtain dentures and services at a discounted price.

### EMPLOYMENT

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Douglas	Individual wanted a job in the community.	The program assisted the individual to explore the possibility of different jobs.
Human Resources	Created a training regimen that provides agency and county training up front before staff works with individuals. Developed observation period for new staff, before their first day of hands on work with individuals.	Helps to staff to become work ready, confident and competent before working with individuals. Ensures that individuals and programs are getting trained staff.
North Drake	Individual struggled with the challenges of attending MRC.	Before the individual decided to retire staff worked with MRC to offer small work sessions and attend small classes 1:1.
SLA	Individual needed help with personal care to maintain employment.	We help him with personal care.
SLA	Individual was undertaking job testing at Goodwill.	Provided necessary staffing to monitor and assist during testing.
SLA	Individual was looking for a job.	Assisted with gathering and filling out employment applications.
SLA	Hygiene issues presented concerns for employment for one individual.	The program assisted the individual to develop the skills necessary to improve personal hygiene while acting as an advocate with the restaurant manager.
Wisner	Consumer wanted a job in the community.	Helped consumer go out on community activities to get and complete job applications. Advocated for job coaching support through day providers (successful and ongoing).
Wisner	2 other consumers wanted jobs in the community.	Advocated for more effective services through the service team process. Services with AWS started.

**COMMUNICATION**

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	Individual has difficulty dialing phone.	Staff researched several voice-activated options online, and contacted Community Advocates who purchased the telephone for him.
Appleridge	Individual has a difficult time communicating his needs to others.	Staff assisted him in purchasing a translation communicator device, and programmed it to his needs.
D Avenue	Individual enjoys getting out in the community, and needs to pre plan these outings, to manage staffing and money. It is difficult for him to understand when these outings are planned in relation to the current day.	Staff has developed a calendar to plan individual's outings weekly. They are able to pull this calendar out to remind him when the outing is planned, which sometimes helps him to wait, as well as to understand when it will happen.
HHA/Respite	Limited ability to physically show or vocalize their wants, but have the desire to communicate independently.	We have made Icon boards that display the schedule and have also invested in adaptive devices so kids can turn on and off their activity at their own pace and can control independently functions of the equipment they are using.
North Drake	Minimal traditional communication skills for one individual.	Added more signs to staff book to increase communication between the individuals and staff.
North Drake	Minimal traditional communication skills for one individual.	Picture boards and sign language books are used to increase communication between the individuals and staff.
Portage	Individual utilizes sign language for communication.	The program worked to develop the skills of staff while supporting the individual to learn even more signs.
SLA	Individuals often have difficulty expressing desires for snacks, meals, and activities due to communication deficits.	Staff has worked to provide visual pictures of snacks, lunch, dinner and activities to help them get ideas.
SLA	The individual suffers from a hearing loss.	The program assisted the individual to obtain hearing assistive devices in his apartment.
Specialized Residential Homes	Individuals with disabilities often lack traditional communication skills.	ROI programs work with the individual to further communication through picture boards, sign language, computers, alternative communications, switches, and other means of increasing the individual's ability to identify his/her needs.

### TRANSPORTATION

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Azure	Individuals at Azure were just outside of the METRO bus route.	ROI took a group and assisted in advocating for expansion to cover the Azure Heights Apartments.
Douglas	Individual lives in a program not on a bus line and quite a distance from his preferred community for participation.	The program problem solves a system of transportation to and from the preferred community for this individual.
Homes/SLA	Individuals with disabilities often need additional equipment in their transportation; to include wheelchair tie down/restraint systems, lifts, jumps seats, vinyl seating, bench seating, raised cabs, etc.	ROI vans are selected and outfitted with the needs of the individual programs in mind. Program Coordinators work with the vehicle sales staff to obtain optimal flexibility of transportation.
Nature Way	Individual needed help getting to and from Day Program.	The program worked with the day program to develop a cooperative agreement for transportation.
North Drake	The behavioral needs of the individuals presented safety challenges during transportation.	Transportation guidelines have been added to ensure safety during transportation therefore increasing community integration.
Portage	An individual's behavioral challenges resulted in his termination from Care-A-Van services.	ROI assumed the responsibility for transportation thus assuring no gap in the individual's services in the day.
SLA	Individuals in Supported Living often need more transportation than ROI's vehicles are able to provide.	Program coordinator worked to increase the use of Metro van, Metro Bus, Cabs and Natural Supports (churches, friends, family and neighbors).
SLA	Individuals need to learn how to take the metro bus, cab and routes for walking to work / day program.	Teach individuals step-by-step and help them to gain knowledge and understanding.
SLA	Individual living on her own enjoys socializing in the community but is not able to use the bus system.	Program staff provides transportation to desired events and activities.
Willowbend	We had a van that was not comfortable for all individuals to ride in simultaneously and did not allow taller individuals in wheelchairs the opportunity to look out the windows.	Traded vehicles with another home in the agency so that we could have a bus.
Wisner	Consumer has ongoing transportation scheduling to do.	Assist the consumer with calling and establishing transportation services as needed.
Wisner	Consumer new to area and did not know his way around, but was a skilled bike rider.	1:1 staffing support provided until the consumer was able to learn the local community and then he was able to go for rides independently.

## OTHER

<b>Program</b>	<b>Potential Barrier (who/what)</b>	<b>Solution</b>
Appleridge	An individual was having a difficult time wearing his hearing aid.	Staff created a reinforcement schedule for him, and he is now wearing his hearing aid more often then staff asks him to.
D Avenue	An individual has been interested in visiting his girlfriend off site, many times overnight. In the beginning, he left the house sometimes days at a time, staff was unsure whether he was taking his meds away from site, and his hygiene had become a health and safety issue.	D Ave staff worked with the individual and his team to develop a plan that would protect his independence, while ensuring proper hygiene, and maximum medication compliance. The individual has been very successful in working with this plan.
D Avenue	An individual has constantly changing behavioral support needs. For example, at one point, he was refusing to get out of bed and go to school.	Staff continually change his token program to appropriately meet his needs. As a result, his attendance at school rebounded.
Meadowcroft	An individual living in the state institution desired to return to the community. His wheelchair is too large to fit into a traditional home and could not be transported in either our traditional or specialized vans.	KCMHSAS agreed to purchase a van selected specifically for this individual's transportation needs.
Schuring	Individuals living in three of our homes require the supports of a nurse in order to live fully in the community.	Schuring Rd employs a team of nurses that meet the needs of the individuals in a group home setting. Nurses fit into the "normal" routine and structure of the group home and do not further the notion that individuals with disabilities are "ill".
Specialized Residential Homes/SLA	Individuals with disabilities may have specialized needs for mobility and transfer.	ROI staff is taught proper lifting and transfer techniques. Physical Therapy may be part of the individuals' daily routine. As needed, homes have ARJO and Hoyer lifts, scooter boards, transfer boards, slide boards, bolsters and positioning equipment, trapeze bars, and gait belts.
Specialized Residential Homes/SLA	Individuals with disabilities often have specialized needs for personal care, adult briefs, positioning, skin integrity, etc.	ROI staff work with the team to ensure proper protocols are in place the and equipment necessary to support the individuals needs; such as bed rails, supervision protocols, positioning protocols, a hospital bed, foam mattresses, jell, adult briefs, etc, are available.
Specialized Residential Homes/SLA	Individuals with disabilities often have specialized needs for diet and feeding.	ROI staff develops menus with the individuals' preferences and diets in mind. In addition, ROI staff is trained to provide feeding through a g-tube or a j-tube and in pureed consistencies. ROI staff also assists the individual in obtaining the necessary specialized feeding equipment to encourage independence; such as built up spoons, nose cups, and sided and divided plates and bowls.

## V. Findings of August 2009, Comprehensive Accessibility Assessments:

Below is a summary of the most significant findings of need as identified in the current assessment of all locations in which ROI provides programs and supports in which we own, lease, or rent the property. Complete physical barrier assessments were completed for each program.

<b>Program</b>	<b>Need</b>	<b>Outcome</b>
35 <sup>th</sup> Street Almena	Lavatory does not have 30 X 48 inch wide clear space in front.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Administration Building	Inaccessible building entrances lack signage indicating location of nearest accessible entrance.	Appropriate signage will be placed <b>before 11/30/2009</b> .
Administration Building	Elevator controls do not have raised / Braille lettering	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals visiting the administration building are adequately met. Should an individual visiting the administrative office have difficulty navigating the Administrative building due to vision impairments, we would provide other accommodations, such as providing a staff member to assist the individual.
Administration Building	Inaccessible restrooms do not give directions to accessible restrooms.	Appropriate signage will be placed <b>before 11/30/2009</b> .
Administration Building	No raised/Braille letter signage identifies the 2 <sup>nd</sup> floor.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals visiting the administration building are adequately met. Should an individual visiting the administrative office have difficulty navigating the Administrative building due to vision impairments, we would provide other accommodations, such as providing a staff member to assist the individual.
Administration Building Meadowcroft	The hand dryers in the lavatory are not within reach range.	Corrective measures will be taken <b>before 11/30/2009</b> .
Almena D Avenue	Lavatory rim is higher than 34 inches	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Almena Osterhout	There are less than 29 inches from the floor to the bottom of the lavatory apron.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Almena Hoard Meadowcroft Natureway Osterhout Wisner	The door handles are not all operable with a closed fist.	Program Coordinator and Program Director will evaluate the need for a door handle that can be opened with a closed fist, and if necessary, modification will be made <b>by 11/30/09</b> .
Almena Douglas Hoard North Drake Wisner	Threshold at the entrance is higher than the preferred ¼ inch.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit

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		implications of the necessary modifications.
Almena North Drake	The layout of the home provides less than 36 inch wide accessibility in some areas.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Almena Hoard North Drake Parkview	The entrance to the home does not provide for a 5ft or T shaped space for a person using a wheelchair to reverse direction.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
D Avenue North Drake Portage	A threshold at one door measures more than ¾ inches high.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Douglas	At least one of the doors in the home measures 31 instead of 32 inches.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Douglas Lands End North Drake Old Post	The emergency egress system does not have both flashing and audible lights.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications. The system provides for an audible signal, and no one living in the homes have hearing impairments.
Douglas Hoard	Ramps do not have railings on both sides.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Hoard	The mirror mounted with the bottom edge of the reflecting surface in the lavatory is higher than 40 inches.	Program Coordinator and Program Director will evaluate the need for a mirror mounted with the bottom edge of the reflecting surface no higher than 40 inches, and if necessary, modification will be made <b>by 11/30/09.</b>
Hoard	Phone is not hearing aid compatible.	The Program Coordinator assessed the barrier with the determined modifications are not necessary.
Hoard D Avenue Douglas Lands End	Stairs do not have continuous rails on both sides, with extensions beyond the top and bottom of the stairs.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Hoard Wisner	Lavatory faucets not operable with a closed fist.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals served are adequately met. Should the needs of the individuals change, we would consider the cost/benefit implications of the necessary modifications.
North Drake	Controls are not all placed at accessible height, nor are they operable with a closed fist.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of

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		the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
North Drake	The counter is set at 35 inches, exceeding the preferred height of 34.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
North Drake	The lift is not easily approachable and operable.	The individuals served do not have the skills necessary to make independent access safe.
ROI Owned Apartments/Condos	Currently, the majority of the apartments owned by ROI are barrier free. Apartments and condos rented by the individuals served are either selected by the individual specifically to meet his/her needs for barrier freeness or in some cases have been modified to meet their needs. Future expansion into Supported Living for individuals with significant physical disabilities will require an expansion of barrier free options.	ROI's strategic plan guides the increase in barrier free options. Our purchase of apartments at Barrington and at Duke increased our ability to offer barrier free apartments.
Specialized Residential Homes	While many of our specialized residential homes are fully accessible, some homes have at least one bathroom that does not meet the criteria of accessibility.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Specialized Residential Homes w/Stairs	With the exception of the administrative office, ROI group homes with stairs do not have lifts or elevators.	Not prioritized at this time as accessibility and health and safety needs of the needs of the individuals living in the home are adequately met. Should the needs of the individuals change, or if the population of the home changes, we would consider the cost/benefit implications of the necessary modifications.
Specialized Residential and Cluster Program Sites	There are no signs, symbols, or lighting giving direction to accessible bathrooms or areas	In general, there are no signs pointing out the directions of public areas in any of the group homes or supported living environments, because ROI programs are operated as private homes.
Specialized Residential and Cluster Program Sites	With the exception of the administrative office, ROI program sites do not have public parking or drop-off spaces.	In general, there are no public parking or drop-off spaces, because ROI programs are operated as private homes.
Wisner	Toilet seat is not 17-19 inches high.	Program Coordinator and Program Director will evaluate the toilet seat height, and if necessary, modification will be made <b>by 11/30/09</b> .
Wisner	The door with closer takes less than 3 seconds to close.	Program Coordinator and Program Director will evaluate the need for a door that closes with a 3+ second delay, and if necessary, modification will be made <b>by 11/30/09</b> .
Wisner	Entrance to door has less than 18 inches of clear wall space on the pull side of the door next to the handle.	Program Coordinator and Program Director will evaluate whether modification is necessary, and if so, modification will be made <b>by 11/30/09</b> .