

**UNIQUE CARING NETWORK
2015-2016 ACCESSIBILITY PLAN**

BARRIER	Action for removal/Solution	Time to be Completed	Responsible person	Progress being made	Date of Report on Progress	Date of completion
ARCHITECTURE						
A1) Need additional file cabinets and bookshelves are needed in the medical records room and administrative offices because of a growth in the number of clients that we serve	Acquire new bookshelves	June 2016	Executive Director	One of our contractors donated file cabinets and book shelves	May 2016	May 2016
A1) Need to rebuild our office Sharp Copier because it has begun to break down more often	Contact with repair shop to rebuild copier	June 2015	Cheryl Robinson	We have contracted with a Sharp Copier repairman Ed Davis to rebuild our office copier	June 2105	June 2015
ENVIRONMENT						
B1) Because of an increase in the amount of client files and the number of new staff that have access to the main office we need to have a way of monitoring the medical records files. Currently all files are locked in the main office medical records room	Install a security system in the medical records room	March 2015	Executive Director	We have installed a security surveillance system in the medical records room that is being monitored	March 2015	March 2015
B2) Limited office space sue to the size of our main office and the high usage of the shared conference room	Continue to partner with local community based organizations to assist us in using free office space to provide trainings and conferences	Ongoing	Jacinda Board Member Director of Operations	Faith Destiny Outreach Ministries has agreed to allow us to use their facility to provide	December 2015	Ongoing into 2016 because of the increase in the number of inquiries that we have received from potential

				training and informational sharing classes.. Jacinda has also agreed to seek out community based organizations that are willing to allow us host workshop and trainings		provider and persons served guardians
ATTITUDAL						
C1) The community at large needs to be made more aware of Innovations Services Unique Caring Network has the responsibility to continuously educating the community about Innovations Services available for individuals with special needs	Update brochures, attend provider fairs, free clinics, presentations at churches, and update our company website	December 2015	Executive Director	We have augmented funding for our advertisement budget to redesign our company marketing materials and website	December 2015	We have completed our company website but are still in the process of making minor changes, as well as, continuously updating our marketing material.
FINANCES						
D1) Additional funding to provide extra curricula activities for persons served	We have partner with local community based organizations to help augment funding for our Innovations program	Ongoing	Executive Director	Brenda Burris one of our Board member has worked diligently with their churches to provide additional funding to our Innovations program. We	Ongoing	Ongoing

				have also partnered with other community based organizations to provide funding to our Innovations program, such as: Project CARES		
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BARRIER	Action for removal/Solution	Time to be Completed	Responsible person	Progress being made	Date of Report on Progress	Date of completion
EMPLOYMENT						
Finding qualified Family Service Coordinators that have experience working in Innovations is one of our major ongoing employment needs	We continue advertise to find ways of attracting qualified Family Service Coordinators	Ongoing	Executive Operation	We continue to post ads with the Employment Security Commission, Backpage, our company website, and other free employment portals . Also we will be airing a TV commercial in October to attract potential qualified candidates	December 2015	Ongoing
COMMUNICATION						
F1) We need to air a television commercial to make the community more aware of the services that our agency provides, as well as, the benefits of fostering	Find additional funding to launch our television	October 2016	Executive Director	One of our community partners,	June 2016	We should be ready to air our first

	marketing campaign			Project Cares, has agreed to shot a television commercial for our agency for free		television commercial in October
TRANSPORTATION						
Finding transportation to transportation to transport our persons served to and from community outings	See if Project CARES is still willing to provide free transportation to persons served wanting to attend community events	October 2015	Executive Director Director	Project CARES has agreed to continue to provided free transportation to our persons served attending community outings	October 2015	Ongoing
ACCESS TO SERVICES						
H1) Continue to make the community more aware of the services that are available for individuals needing Innovation Services	Continue to updated our website, marketing materials, and air television ads	Ongoing	Executive Director	We have redesigned our company website, marketing materials, and have stated begun to work of shooting our first television commercial	May 2016	Ongoing
H4) Increase community members' perception of persons served receiving in Innovations	Attend the resource fair sponsored by Mecklenburg County DSS and provide free literature and brochures about Innovations	Ongoing	Executive Director	We have scheduled upcoming community events that we can attend in 2015-2016 to promote Innovations	February 2015	Ongoing
PERSONNEL						
I1) Difficulty with communicating with staff members,	Use of mass to	Ongoing	Family	Use of mass to	February	Ongoing

<p>persons served and families as needed regarding trainings and updated policies.</p>	<p>inform staff members, persons served and/or guardians of upcoming trainings. All information communicated will not contain confidential information</p>		<p>Service Coordinator</p>	<p>inform staff members, persons served and/or guardians of upcoming trainings. All information communicated will not contain confidential information. We will also be utilizing our new Medical Records Practice Management System to communicate with staff and guardians</p>	<p>2015</p>	

2015-2016 ACCESSIBILITY STATUS REPORT

Compliant Summary	Compliant	Summary
ARCHITECTURE		
A1) Need office desk and furniture because office furniture is very old	Completed	Local organization donated the furniture
A1) Need computers because computer are very old	Completed	We were able to purchase new computers
ENVIRONMENT		
B1) Staff do not feel safe in office after dark	Completed	Staff are allowed to work after dark in the office alone
B2) Ensure client confidentiality due to limited office space, conference room did not work out due to scheduling issues	Completed	Local community based organization will be donating office space to be used for training of providers. Personnel using the office will ensure that only PHI related to the conference is available in the office space.
ATTITUDAL		
C1) The community at large needs to be made more aware of the need for children to be placed in Innovation Services. Unique Caring Network has the responsibility to continuously educate the community about the population served.	Ongoing	We are creating an advertising budget to redesign our company's website and marketing materials
FINANCES		
D1) Additional funding to provide extra curricula activities	Ongoing	Brenda Burris one of our Board member has working diligently with her church Missionary Board to provide additional funding to our Innovation Services program. We have also partnered with other community based organizations to provide funding to our Innovation Services program, such as: Project CARES
EMPLOYMENT		
E1) Finding qualified Family Service Coordinators that have experience working in Innovation Services	Ongoing	We have begun posting ads with the Employment Security Commission
COMMUNICATION		
F1) Unable to communication with the	Ongoing	We have started to meet with possible

Hispanic population that is shown an influx in the area.		contractors that can assist us with this initiative we will work in 2015 to move forward with revamping some of our marketing material. We don't plan on having everything completed until December 2016.
TRANSPORTATION		
Finding transportation to transportation to transport persons served to community outings	Completed	Project CARES has agreed to provided free transportation for our community outings
ACCESS TO SERVICES		
H1) Community unaware of organization's mission and programs/services provided	Ongoing	We have contracted with a web design company to begin redesigning our company website
H4) Increase community members' perception of person served receiving Innovation Services	Ongoing	We have begun seeking free community events that we can attend to share information about Innovations Services
PERSONNEL		
I1) Difficulty with communicating with staff members, persons served and families as needed regarding trainings and policies.	Ongoing	Use of mass to inform staff members, persons served and/or guardians of upcoming trainings. All information communicated will not contain confidential information
I2) No signage for no smoking at the main office	Completed	We have ensured that non-smoking signage is visible at the main office

