



Subject: Accessibility
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Authority to amend/repeal: Board of Directors
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Reference: CARF (2011) § 1.L(b)
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POLICY

It is the policy of Crossroads Diversified Services, Inc. that the Organization will be actively involved in processes to remove architectural, environmental, financial, attitudinal, employment, transportation, communication, community integration, and other barriers identified by persons served, employees and/or stakeholders.

To that end, Crossroads will work to promote the recruitment of persons with disabilities as members of its Board of Directors, operate facilities that are architecturally accessible and free of hazard, consider the employment of disabled persons strictly on the basis of qualification, and assist persons served to the greatest extent possible to overcome transportation and communication barriers.

Finally, Crossroads promotes the recruitment and hiring of persons with disabilities and provides for community participation in efforts to reduce the stigma of disabilities and promote social and economic opportunities for persons with disabilities.

The President/CEO of the Organization shall be responsible for conducting and implementing the foregoing policy and may delegate duties to subordinate staff as appropriate.



ACCESSIBILITY PLAN

FY 2015-2018

I. REPRESENTATION OF PERSONS WITH DISABILITIES

- A. The Board of Directors will have at least two 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 President/CEO to fill any vacancies in this position as readily as possible.
- B. When vacancies occur on the Board, we will be mindful of community organizations in Sacramento County and localities in which Crossroads has job openings to contact for possible replacements.
- C. For all job vacancies, job announcements will be electronically distributed to a wide range of community organizations and internet based job search sites, including:
 - Local Workforce Investment Areas
 - State Department of Rehabilitation area offices
 - Disabledperson.com
 - EDD's CalJobs
- 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 provided in accordance with 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.

- B. It is the President/CEO'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 sites are 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 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.

V. 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. Through Crossroads' various workforce services, job seekers with disabilities will have opportunities, and be encouraged to participate in career pathway training and employment resulting in increased wages and job advancement.
- 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.

VI. 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.

VII. REMOVAL OF COMMUNICATION BARRIERS

- A. Crossroads will make reasonable 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.
- 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.

VIII. COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT

- A. 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.

IX. OUTCOMES FROM FY 2013-2014 ACCESSIBILITY PLAN

- A. The Accessibility Plan's goal for FY 2014 was to refer 5% of clients served by the Community Support Team (CST) to employment and/or educational programs to promote independence and quality of life experiences. During this period, 3.5% of clients served by the Community Support Team was referred to employment and or/educational programs. Although we did not achieve the expected outcome, Crossroads continues to provide services through the CST and we will continue to emphasize workforce development services with an ultimate goal of achieving at minimum the 5% referral threshold.

X. OUTCOMES FOR FY 2015-2018 ACCESSIBILIY PLAN

- A. Over the next 3 years, in partnership with the Sacramento Employment Training Agency (SETA), Crossroads staff will integrate 50 job seekers with disabilities into intensive services in the Sacramento Works American Job Center system. This goal is to assist individuals with disabilities improve their earning capacities for people with disabilities by engaging in linked-learning in career pathway industries.
- B. In part to achieve the above stated goal, Crossroads will develop and secure funding for two career pathway training programs at the Crossroads Job Center during the same three year timeframe.



- C. At the end of each of the three fiscal years, Crossroads management staff will review and report on the progress of attaining our goals.

XI. EVIDENCE OF INPUT AND APPROVAL

- A. This Accessibility Plan for Fiscal Years 2015-2018 was reviewed by Crossroads Management team on December 16, 2014