

Accessibility Analysis Chart 7/1/16-6/30/17

	Barriers Reported	Actions	Timeline	Person Responsible	Progress	Priority
<b>A. Attitudinal</b>						
External	Employers resistance to on-site job coaching	To provide additional training to staff in regards to addressing employer concerns related to insurance, realistic expectations and benefits of workplace diversity.	September 2016	Monica Nydick to train staff	Completed	2
Internal	None reported					
<b>B. Architiectural</b>						
External	None reported					
Internal	None reported					
<b>C. Environmental</b>						
External	Little access to advocacy resources	Created a more detailed advocacy resource handout to be provided to all clients at intake	August 2016	Monica Nydick	Completed	2

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	Restricted social activity	Provide clients with Disability Services book, which includes social group options and suggestions	August 2016	Jessica Phillips Marilyn Watson	Completed	3
Internal	None reported					
<b>D.Communication</b>						
External	Difficulty in obtaining feedback and commitment to release next voucher from certain DVR counselors . Lack of response to phone calls and emails.	1)Set up meetings with each DVR Manager to discuss how to increase communication between Counselors and W&S staff. 2) Participate in quarterly DVR meetings	September 2016	Jessica Phillips Marilyn Watson Job Coaches	Monmouth-Completed  Ocean-In Progress  Middlesex-In Progress	1
Internal	Concern of clients abusing cell phone use with staff . Staff being contacted via cell phone 24/7.	Created new policy to address the time frame that staff cell phones need to be on, utilizing google voice.	September 2016	Monica Nydick Nitin Kini	Completed	1

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	As cell phone use is preferred method of communication increases, it affects the way we do business with our clients	Requires new policy and procedures in obtaining schedule for JC & FA. New policy written for texting and timeframe needed to report upcoming interviews	October 2016	Monica Nydick	Completed	2
	Communication with staff is difficult at times due to the transiency of their jobs. Response time of staff an issue at times.	<ol style="list-style-type: none"> <li>1) Reiterate at staff meetings, necessity to answer, text, calls and emails in a timely fashion each day</li> <li>2) Provide more in-field meetings with staff</li> </ol>	July 2016	Jessica Phillips Marilyn Watson	Completed and On-going	1
	Better defined chain of command among supervisors	Reevaluate supervisory responsibility and review with staff	Ongoing	Jessica Phillips Marilyn Watson	Ongoing	1
<b>E.Employment</b>						
External	None reported					

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<b>Internal</b>	Higher turnover for Job Coaches	1) Come up with ways to increase retention, increase motivation, increase training opportunities 2) Evaluate compensation package 3) Evaluate training methods 4) Increase number of services in order to increase advancement opportunities.	August 2016	Monica Nydick Lauren Measure Jessica Phillips Marilyn Watson	Incentive Program- Completed  Salary Increases- Completed  Additional training provided through DDD mandates and company in-service  Submitted approval for new services : TWE CBEW	1
<b>F. Transportation</b>						
<b>External</b>	Clients would like to be more independent and be able to access transportation on their own, whenever possible	Provide Travel training on bus routes as needed  Waters & Sims is now approved to be an access link evaluation agency	November 2016	Job Coaches  Peter Koch	Complete  Ongoing	2

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Internal	Minimal public transportation in TR office	When job developing, staff needs to be very aware of public transportation options, as well as access link services , when applicable	Ongoing	Job Coaches		
	Difficult parking in RB office	Speak with other businesses in the building to discuss illegal parking of students and staff	Ongoing	Monica Nydick Lauren Measure		
<b>G. Finances</b>						
External	None reported					
Internal	Cuts in grants	Continually search for new grant opportunities and new funding sources	Ongoing	Lauren Measure		
	Higher mileage reimbursement	Utilize app to track mileage to insure accuracy	June 2016	Monica Nydick Nitini Kini		
	No increase in DVR rate since 2000	Increase to \$53.00 per hour in 2016	Ongoing	Lauren Measure		