



**Series:** 100: Case Management

**Policy Name:** **Special Needs and Accessibility**

**Policy Number:** 133

**Origination Date:** 11/1/2013

**Revision Date:** 4/1/2019

**Policy:** It is the policy of Communities Connected for Kids to ensure that its services are tailored to the special needs of and accessible to its defined service population in full accordance with all applicable legal and regulatory requirements.

### **Service Planning and Delivery**

1. DCMs will ensure, through staff training and supervisory process, that any visual, auditory, linguistic or motor limitations do not preclude or inhibit the provision of services. For example, this may include providing interpreters or signers to meet the specific needs of individual clients and families.
1. Staff completing assessments in each agency will specifically address any/all special needs, learning disabilities, devices, facility modifications, etc., that are necessary to provide services to all children and families with special needs.
2. During case transfer staffing, case review staffing, permanency staffing, case planning conferences, and any other meetings held to review a case, special needs will be addressed in the case plan.
3. DCMs, clinicians, supervisors will actively advocate for accommodations, and will make all initial and ongoing referrals to gain community support and services to complement those offered by Communities Connected for Kids.

Customer's or companion's preferred method of communication and any requested auxiliary aids/services provided will be documented in the customer's record. Documentation, with supporting justification, must also be made if any request was not honored.

4. Special needs and service delivery systems that meet those needs will be closely monitored during case plan reviews, with modifications made to meet changing needs.
5. More information may be found in the Communities Connected for Kids Consumer Handbook.



## **Facilities**

1. All facilities will meet ADA requirements.
2. Employees will annually complete the DCF associated online training (<http://www.dcf.state.fl.us/admin/HHStraining.shtml>) and are aware of the requirements, roles & responsibilities, and contact points associated compliance with Section 504, the ADA, and CFOP 60-10, Chapter 4.
3. Conspicuous Notices which provide information about the availability of appropriate auxiliary aids and services, at no-cost to the deaf or hard-of-hearing customer or companions, are posted near where people enter or are admitted within the agent locations. The approved Notice can be downloaded through the Internet at: <http://www.dcf.state.fl.us/admin/civilrights/>
4. Through client feedback and the quality improvement system, Communities Connected for Kids will address those structures with specific impact on access. These structures may include but not be limited to constructing ramps, widening doorways, accessible parking, grab bars, etc.

Each DCM will address such barriers or report such barriers to their supervisor or the Communities Connected for Kids quality management department for resolution.

5. In addressing the aforementioned environmental barriers, DCMs will work directly with persons served and other community resources to ensure that environmental barriers are removed.
6. Accessibility issues will be monitored as part of the quality improvement system.

Approved: Carol DeLoach  
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4/1/2019