2016 ACCESSIBILITY SURVEY – RYAN WHITE PART A PROGRAMS

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Background

- Accessibility Survey is a result of the HIV Planning Council Integration of Care Committee's recommendation that the grantee conduct a survey of Ryan White Part A Provider sites about service accessibility.
- Goal: Assess the current capacity of the Ryan White Part A-funded agencies to meet the needs of clients with disabilities, and identify ways in which DOHMH and Public Health Solutions (PHS) can work with providers to address disability-related service barriers
- Disabilities of interest:
  - Vision
  - Hearing
  - Speech
  - Cognitive
  - Ambulatory

Americans with Disabilities Act (ADA)

- The ADA is a civil rights legislation that was enacted in 1990 and amended in 2008. The goal of the ADA is to provide people with disabilities equal opportunity to participate in all aspects of life. The ADA prohibits discrimination against people with disabilities in employment, state and local government, public accommodations, transportation, and communication.
- The ADA defines a person with a disability as:
  - A person who has a physical or mental impairment that substantially limits one or more major life functions (hearing, vision, speech, dexterity, mobility, activities of daily living)
  - A person who has a record of such an impairment
  - A person who is regarded as having such an impairment
  - A person living with HIV/AIDS

ICE BREAKER

Break out into small groups and discuss the following,

1. What do you find to be the most challenging when providing services to PLWH living with a disability?
2. As a follow-up how does this impact services?

Survey Approach

- Launched November 3, 2016 via Survey Gizmo with Harm Reduction, Medical Case Management, and Food and Nutrition programs.
- Consisted of 27 questions (1-22 required, 23-27 optional)
  - For each disability, a list of accommodations were presented, and recipients were asked (in two separate questions) to select which accommodations they 'currently provide' and 'do not currently provide, but would like to'
  - Recipients were also asked to comment on the main challenges they face when obtaining accommodations for their clients
  - Optional questions asked about barriers to accessing services for clients with physical or cognitive limitations
- Recipients: 95 Sr. Administrators and Program Managers representing 76 contracts
  - 38 Harm Reduction, 28 Medical Case Management and 10 Food and Nutrition
- The survey was sent to each individual Senior Administrator and Program Manager of each contract, and they were instructed to collaborate and complete one survey per contract.

RESULTS

Findings presented in the next few slides are based on the response frequencies for each question.

Responses

- 70% contract-related response rate
  - Of the 76 contracts that received the survey, 53 completed the entire survey.
- 10 completed surveys represented Food and Nutrition (100% response rate), 17 represented Harm Reduction (45% response rate) and 26 represented Medical Case Management (93% response rate).
- Results show which accommodations are currently provided and, of those respondents who reported that a specific accommodation is not provided, how many are interested in providing that specific accommodation at their organization.

Low vision

- 64% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Providing print materials in large font and/or braille (45%)
  - Ensuring proper lighting (38%)
  - Providing a qualified reader (32%)
- Top 3 accommodations not provided, but of interest:
  - Providing an audio recording or electronic format for use with a screen reader (61%)
  - Providing optical devices (44%)
  - Ensuring website can be used by all clients, including those who may use computer screen reading technology (37%)
- Main challenge: lack of resources
- See Slide 19 in Appendix for full list and distribution of accommodations

Severe Visual Impairment

- 32% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Braille and other tactile devices (17%)
  - Referrals to other providers (15%)
  - Mobile accessibility devices (8%)
- Top 3 accommodations not provided, but of interest:
  - Screen and text-to-speech readers (29%)
  - Speech recognition software (speech-to-text) (27%)
  - Audio book players (25%)
- Main challenge: lack of funding
- See Slide 20 in Appendix for full list and distribution of accommodations

Speech Difficulties

- 64% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Listening attentively (72%)
  - Allowing more time for communication (62%)
  - Referrals to other providers (28%)
- Top 3 accommodations not provided, but of interest:
  - Referrals to other providers (24%)
  - Allowing more time for communication (20%)
  - Listening attentively (7%)
- Main challenge: time constraints when it comes to coordinating resources and time spent serving clients
- See Slide 21 in Appendix for full list and distribution of accommodations

Hearing Difficulties

- 70% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Facing the client when speaking (66%)
  - Using written notes for simple communication (62%)
  - Providing American Sign Language interpreters (34%)
- Top 3 accommodations not provided, but of interest:
  - Assisted Listening Systems (53%)
  - Communications access real-time translation (CART) (43%)
  - Telephone Typewriter (TTY) (35%)
- Main challenge: Lack of training/education for staff
- See Slide 22 in Appendix for full list and distribution of accommodations

Cognitive Difficulties

- 87% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Repeating communication to verify understanding (89%)
  - Using 5th grade level written materials (58%)
  - Using diagrams and pictures to improve communication (51%)
- Top 3 accommodations not provided, but of interest:
  - Using 5th grade level written materials (50%)
  - Providing a reader (46%)
  - Offering creative ways to make tasks easier for the individual (44%)
- Main challenge: Lack of resources
- See Slide 23 in Appendix for full list and distribution of accommodations

Ambulatory Difficulties

- 85% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Speaking at client's eye level (70%)
  - Asking permission to move a client’s assistive device (66%)
  - Ensuring the client’s wheelchair is properly locked before transfer (62%)
- Top 3 accommodations not provided, but of interest:
  - Speaking at client's eye level (31%)
  - Referrals to other providers (22%)
  - Asking permission to move a client’s assistive device (17%)
- Main challenge: Limited linkage to vendors/services
- See Slide 24 in Appendix for full list and distribution of accommodations

Structural Accommodations

- 89% of respondents reported they have at least 1 related existing accommodation
- Top 3 accommodations currently provided:
  - Ensuring that passageways are free of barriers (92%)
  - Having wheelchair accessible walkways/restrooms (89%)
  - Providing handicapped bathroom stalls with rails (83%)
- Top 3 accommodations not provided, but of interest:
  - Providing handicapped bathroom stalls with rails (56%)
  - Ensuring that elevators have sufficient space/audible indicators/accessible call buttons (35%)
  - Having wheelchair accessible walkways/restrooms (33%)
- See Slide 25 in Appendix for full list and distribution of accommodations

Optional Questions Results

- When determining the extent to which a physical and/or cognitive limitation can present as a barrier to accessing care, 21 of the 31 respondents (68%) said that they have regular conversations with clients to discuss needs and limitations and that all new clients receive a comprehensive initial assessment.
- If it is determined that a limitation will impede a client's access to services, 22 of the 30 respondents (73%) stated that an appropriate referral would be made to ensure clients receive the necessary services.
- 40 of the 45 respondents (89%) reported that none of their clients with such limitations had difficulty accessing services at the program site in the past 12 months.
- When asked how many clients experienced difficulty accessing services at the program site, 6 of the 7 respondents (86%) reported that they had 0-5 clients who experienced difficulty and 1 (14%) reported 6-10 clients.

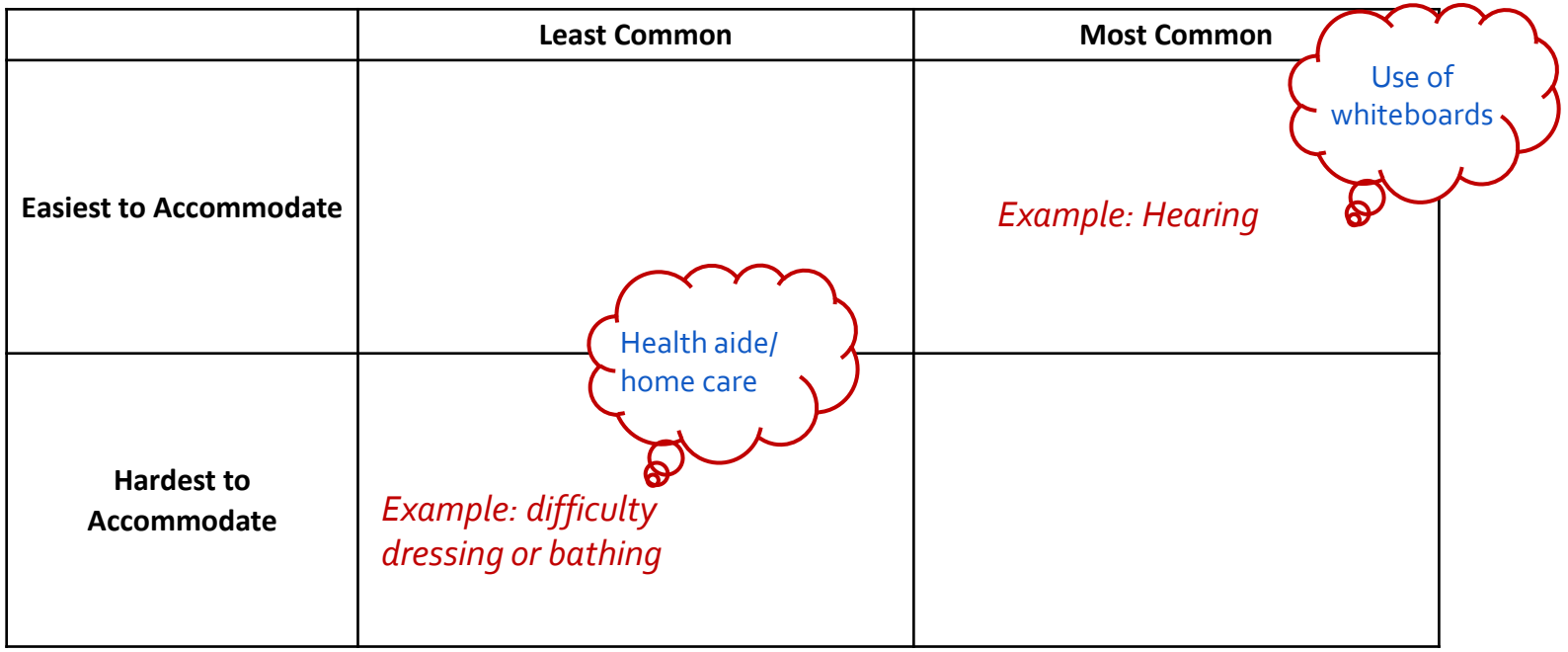
DISCUSSION & EXERCISE

Discussion

- Respondents indicated that they were more able to provide the ADA-recommended accommodations for cognitive, ambulatory, and hearing disabilities, compared to the other disabilities such as vision impairments.
- The findings indicate that the respondents who have at least one client with a disability are able to provide certain accommodations, even with limiting factors.
- Top 3 challenges faced:
  - Lack of funding
  - Lack of resources (e.g., equipment, staff time)
  - Lack of training/education for staff

Exercise

- Opportunity to discuss with one another about what disabilities are easiest/hardest to accommodate and what is the most/least common disability you see:



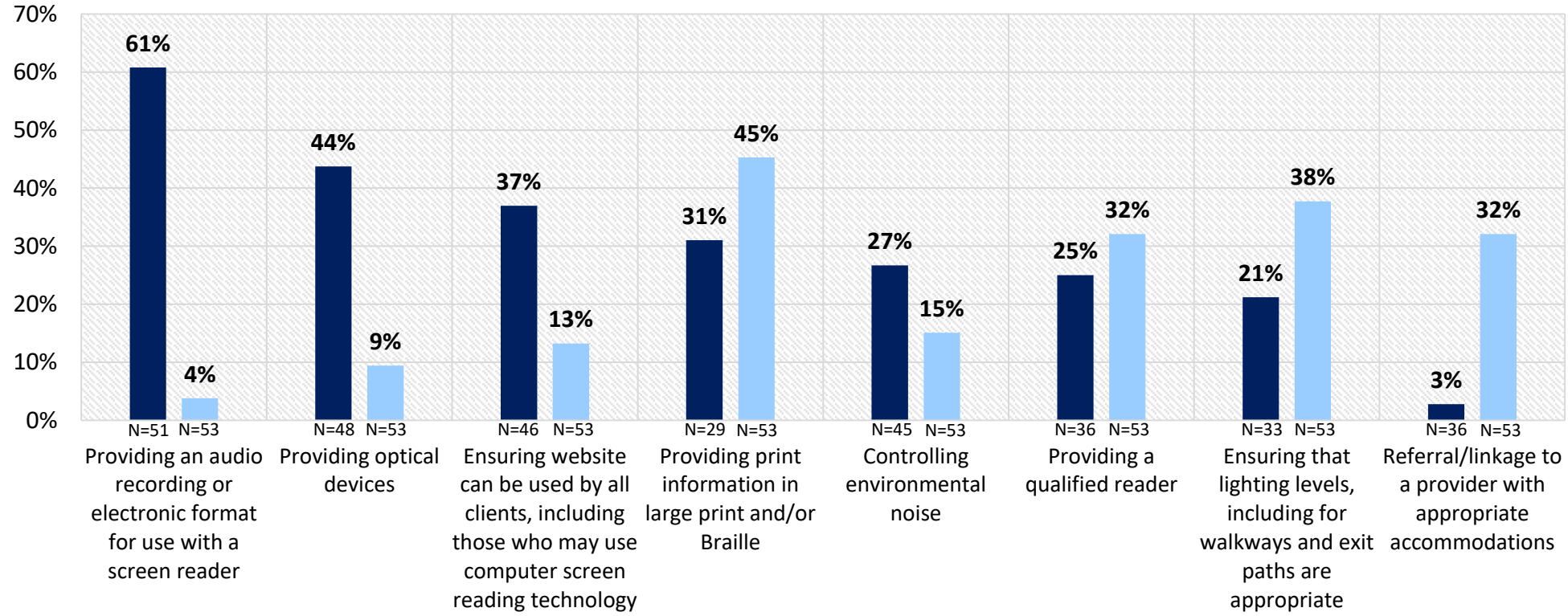
Questions to consider:

- What disabilities are the most common and most difficult to accommodate?
- What disabilities are less common and difficult to accommodate?
- Do you think clients with such disabilities are actually being prevented from accessing services?
- Are there any particular disabilities more common in the NYC HIV population that may be underrepresented in Part A services due to barriers to access resulting from those disabilities not being adequately met with accommodations?

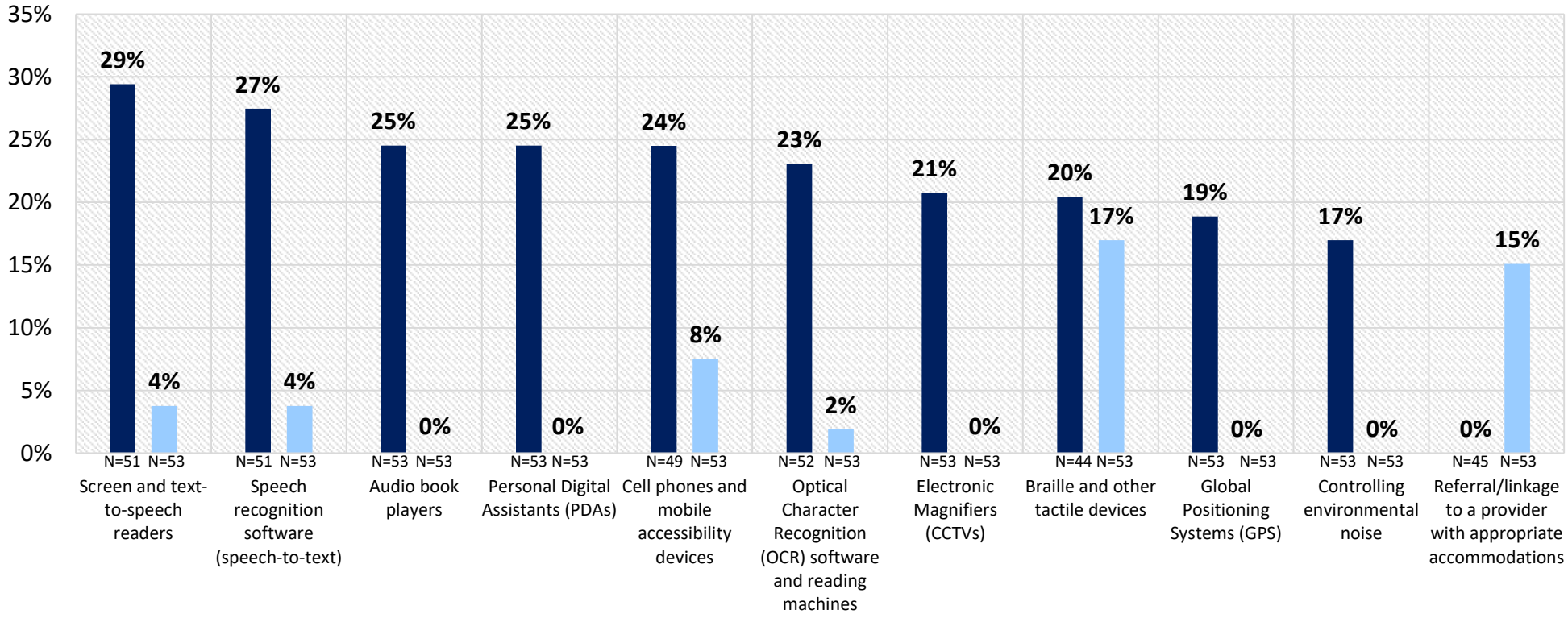
APPENDIX

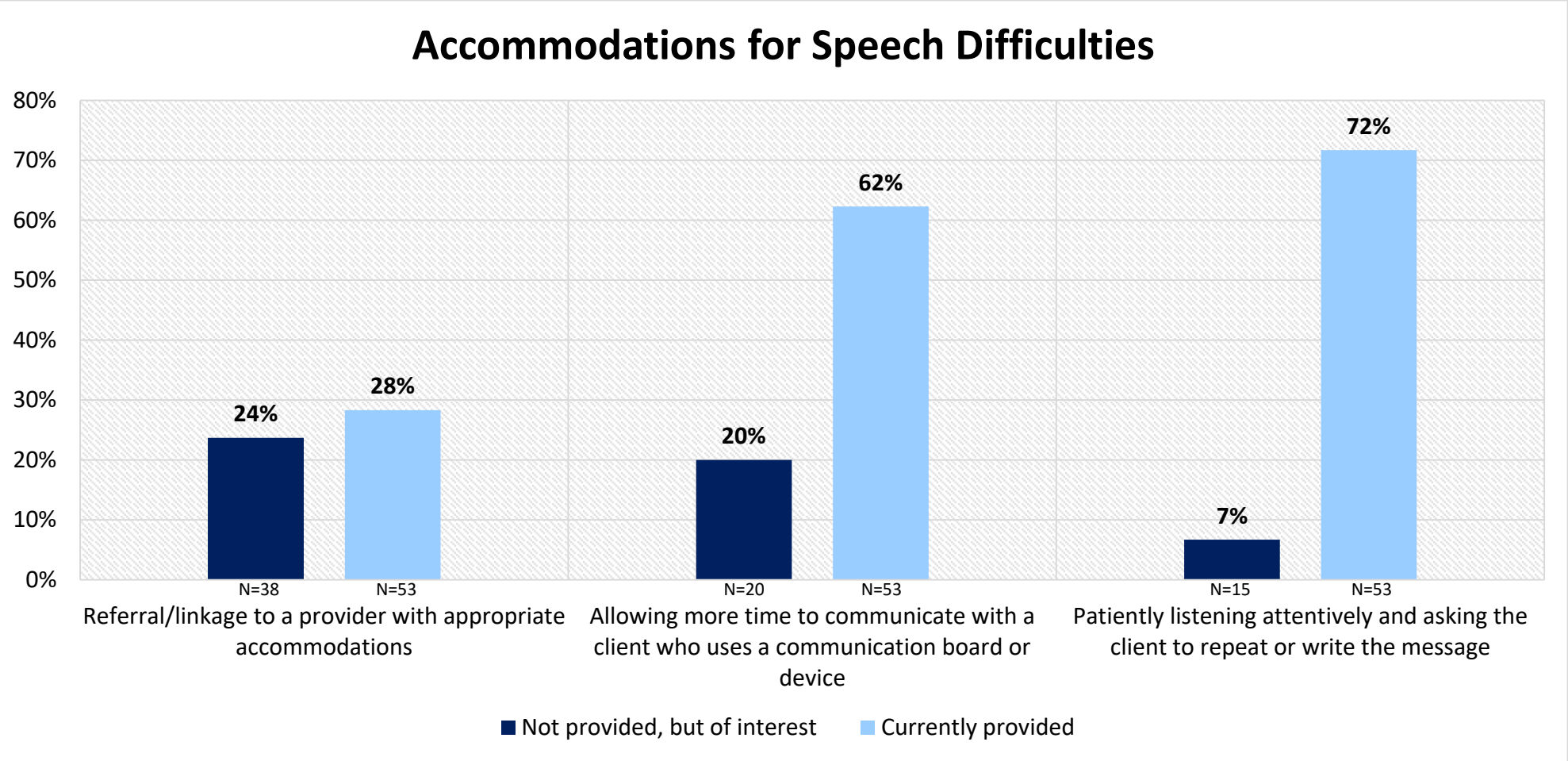
i. Accommodations for Low Vision
ii. Accommodations for Severe Visual Impairment
iii. Accommodations for Speech Difficulties
iv. Accommodations for Hearing Difficulties
v. Accommodations for Cognitive Difficulties
vi. Accommodations for Ambulatory Difficulties
vii. Structural Accommodations

Accommodations for Low Vision

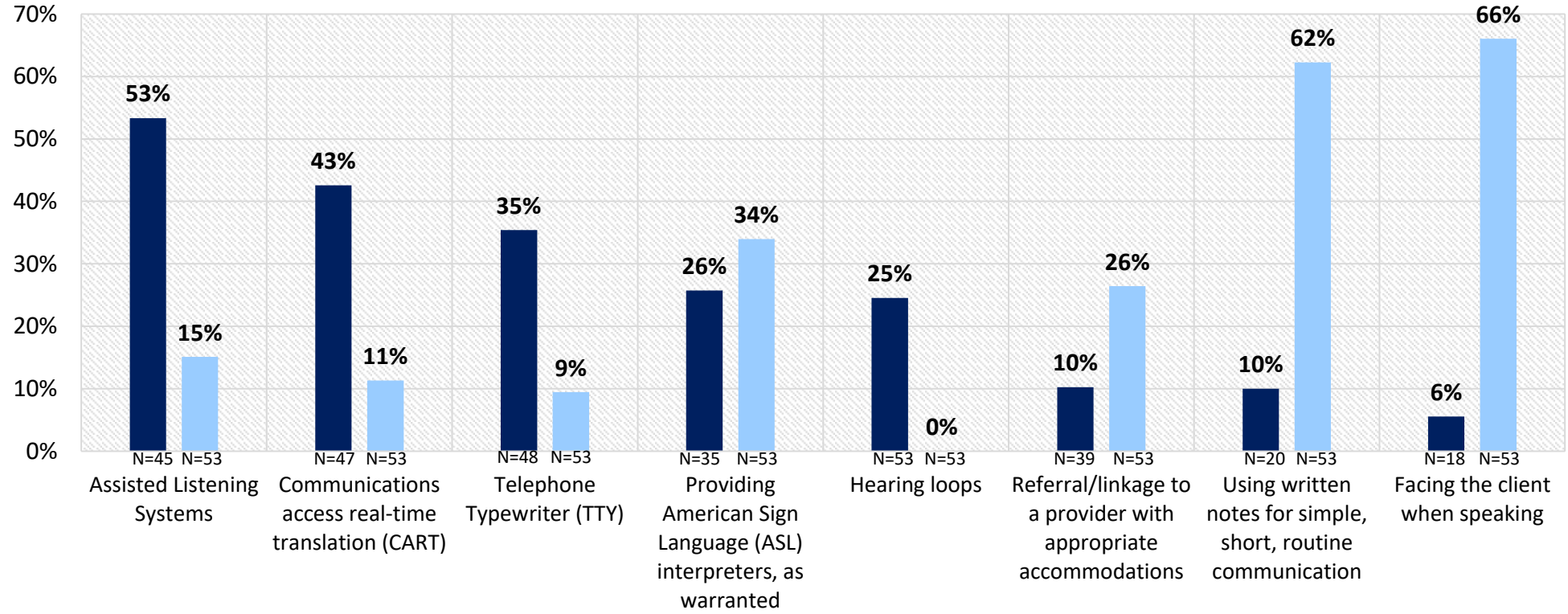


Accommodations for Severe Visual Impairment

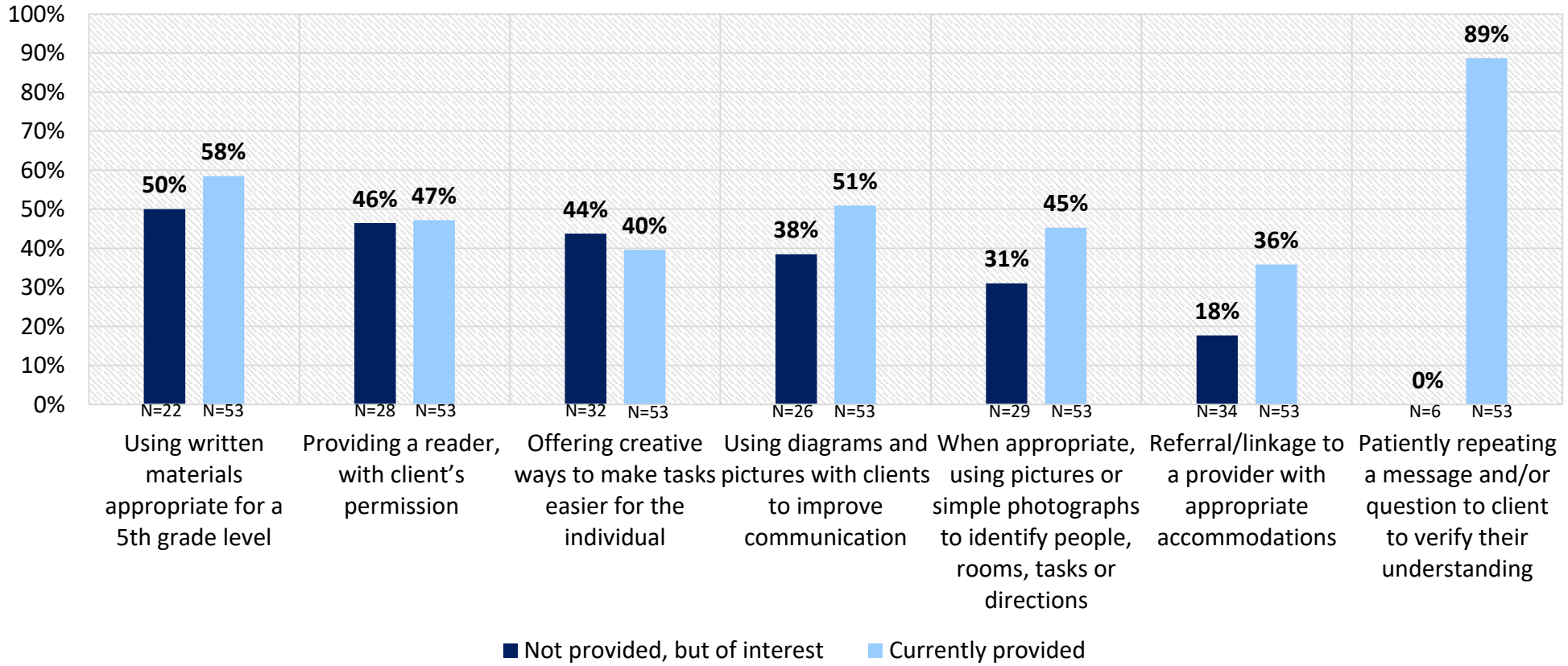



Accommodations for Speech Difficulties
80%
70%
60%
50%
40%
30%
20%
10%
0%
24%
28%
20%
62%
7%
72%
N=38
N=53
N=20
N=53
N=15
N=53
Referral/linkage to a provider with appropriate accommodations
Allowing more time to communicate with a client who uses a communication board or device
Patiently listening attentively and asking the client to repeat or write the message
Not provided, but of interest
Currently provided

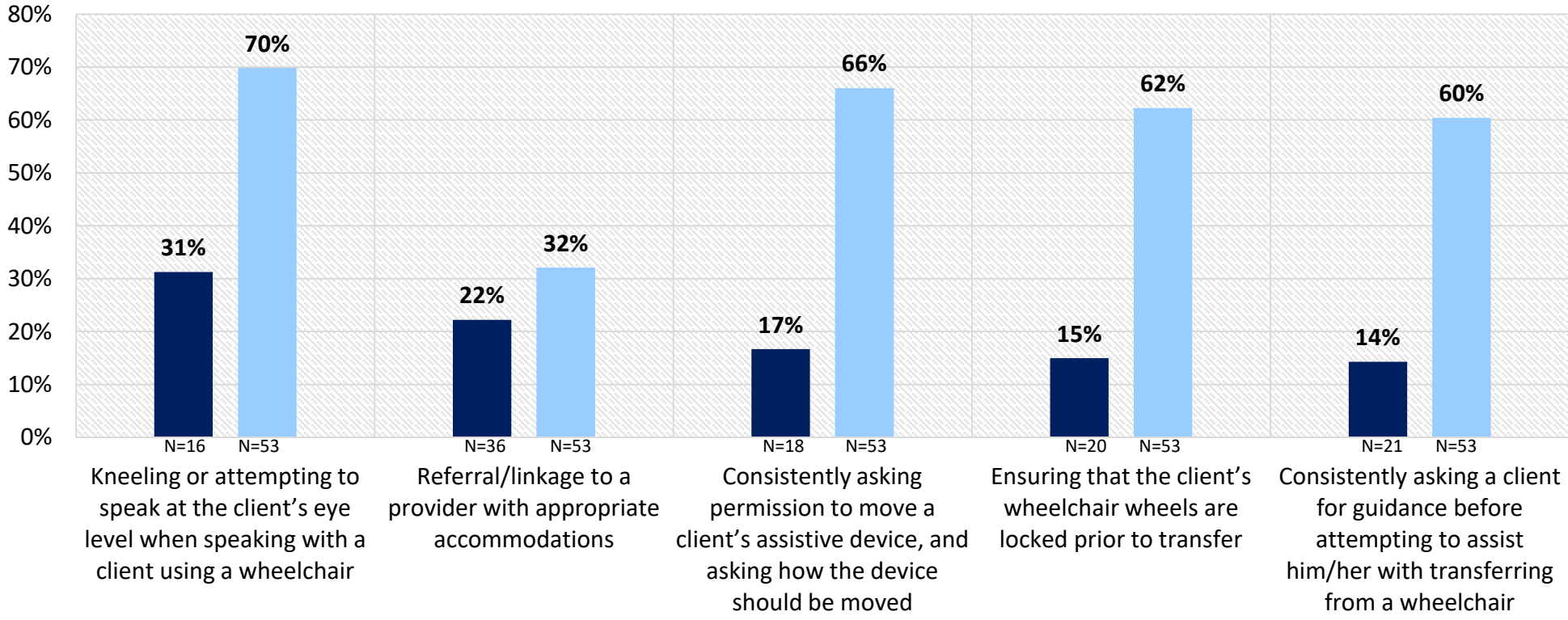
Accommodations for Hearing Difficulties

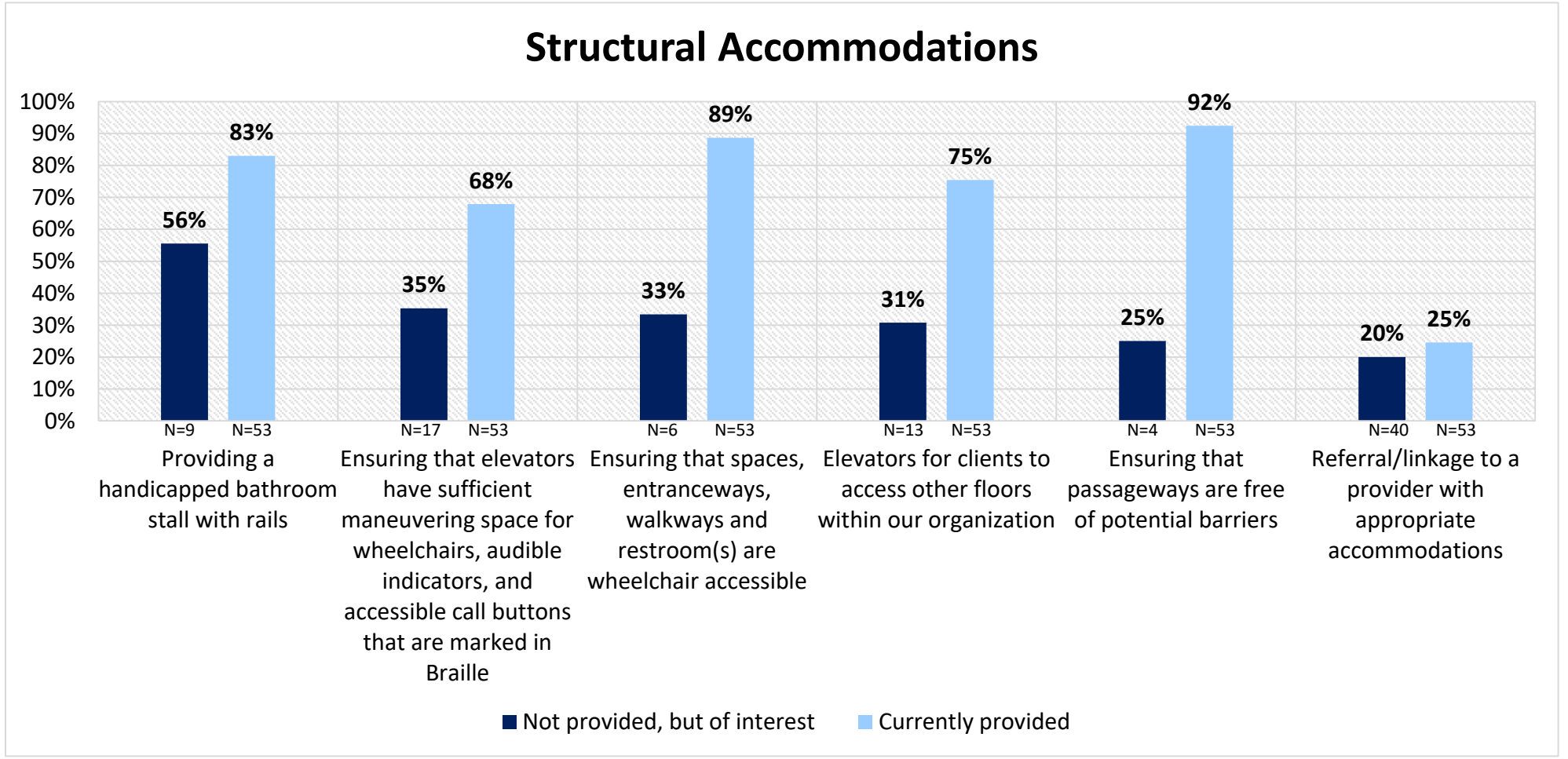


Accommodations for Cognitive Difficulties



Accommodations for Ambulatory Difficulties




Structural Accommodations
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
56%
83%
35%
68%
33%
89%
31%
75%
25%
92%
20%
25%
N=9
N=53
N=17
N=53
N=6
N=53
N=13
N=53
N=4
N=53
N=40
N=53
Providing a handicapped bathroom stall with rails
Ensuring that elevators have sufficient maneuvering space for wheelchairs, audible indicators, and accessible call buttons that are marked in Braille
Ensuring that spaces, entranceways, walkways and restroom(s) are wheelchair accessible
Elevators for clients to access other floors within our organization
Ensuring that passageways are free of potential barriers
Referral/linkage to a provider with appropriate accommodations
Not provided, but of interest
Currently provided

THANK YOU!

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