

## Independent Living Center Self-Assessment

Please review the following assessment with agency management and staff.

This self-assessment is a tool to help you identify areas that you would like to work on to improve cross disability representation and service delivery within your organization.

### **1. Board and Staff Representation**

- Does the agency Board of Directors and Staff have representation on a cross disability basis?

<b><u>Board</u></b>	<b><u>Staff</u></b>
____% physical	____% physical
____% mental health	____% mental health
____% blind/visual impaired	____% blind/visual impaired
____% deaf/hard of hearing	____% deaf/hard of hearing
____% developmental disability	____% developmental disability

### **2. Marketing Materials**

- Do the following marketing strategies represent that your agency provides services on a cross disability basis? (on some occasions these materials seem to promote only physical disabilities)  
Please review and critique your marketing strategies.
  - Logo
  - Brochures
  - Website

### **3. Agency Policy and Procedures**

- Does the agency have personnel policies that allow for leaves of absences and work from home (telework) options?
- Does the agency have a policy for job sharing?
- Does the agency offer options for staff to utilize an Employee Assistance Program?
- Does the agency health insurance policy have a fair mental health treatment option?

#### **4. Agency Culture and Language**

- Does the agency enforce people first language within the organization?
- Is stigmatizing language used within the organization? For example: “That person is schizo/psycho”; “they are crazy/nuts”; “they are lazy ”; “they will never get better”
- What are the staff and Board’s perceptions about mental illness? Do they believe that people can recover from mental illness.
- Do staff feel comfortable working with people who have psychiatric disabilities.

#### **5. Physical Environment**

- Does your physical environment offer adequate space to ensure consumer privacy?
- Do staff have access to a place where they can relax and take a break from daily work stress?
- Does the artwork displayed within your agency depict people of cross disability?

#### **6. Agency Collaboration**

- Does your agency actively collaborate with other organizations that serve persons with mental illness or other disabilities?
- Does your agency actively work with other consumer run organizations in your area/state.  
Example: Drop in center/recovery centers run by persons living with mental illness

#### **7. Programs and Service**

- Are agency funds budgeted *equally* for programs that serve certain disabilities?
- Does your agency promote recreation programs to include participants on a cross disability basis?
- Has your agency created a safe, healing environment for all individuals that is trauma free?
- Do you offer Peer Support programs that encourage and support consumers individual recovery journeys?
- Do you have recovery resources available on site – brochures, books, workbooks, videos/dvd’s
- Do your skills training programs include medication management, symptom management, budgeting, etc.

## **8. Staff Training and Support**

- Does your agency support training opportunities for **all staff** and Board that is cross disability?
- Do you have access to certified peer specialists within your organization?
- Are staff aware of available mental health options within the service region?
- Does your agency support training opportunities to all staff and Board on mental health and recovery oriented practices? Training topics include:
  - Recovery
  - Consumer rights
  - Commitment standards
  - Rights
  - Trauma informed care
  - History of the mental health movement
  - Seclusion and restraints
  - Peer support
  - Crisis Intervention Training programs
  - Non-violent communication