disabilityworks®

**Illinois
Department of Commerce
& Economic Opportunity**
Pat Quinn, Governor

COMMUNITY SERVICES ASSESSMENT TOOL
January 2010

This survey is being conducted to provide individuals and communities with a structured process to learn about the available services to persons with disabilities in a specific community and to assess potential gaps and unmet service needs that may exist. The information acquired through this process is intended to be used as a tool to improve program services, reduce duplication and make the overall community more responsive to the needs of persons with disabilities.

Services for persons with disabilities are not offered in isolation but are part of a broader continuum of community supports and activities. The assessment tool therefore looks at services for persons with disabilities both in the context of general community issues and concerns specific to persons with disabilities. Some of the ratings are not solely related to access for individuals with disabilities and may point to a livability problem for everyone in your community.

How to Use This Tool: In each area, rate your community from 0-5 based on the criteria. Some differences between rankings are subtle and you may feel your community is between two scores. If this occurs, give your community a ½ score, for example 3.5. Your community could be a region of the state, county, town or neighborhood. What geographic area you choose will depend on where individuals with disabilities receive most basic services. The most important thing to be learned from using this tool is not the final score, but where your community does well and where you should concentrate your efforts to improve access for individuals with disabilities. Use this as a guide, complete the survey online, and view results http://www.disabilityworks.org/Tools/Pages/CSAT.aspx.

Public Policy
(How inclusive and comprehensive your local decision-making process is)
Score your community 1-5

1. Local elected officials reach out to advocates and individuals with disabilities for input on local ordinances and regulations.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Community service providers meet regularly to coordinate coverage and work together to identify gaps in service and communicate those gaps to local officials.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Individuals with disabilities are encouraged to participate in the community decision-making process.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Voter outreach efforts target all underserved populations including persons with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Community volunteer activities are promoted and accessible.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Individuals with disabilities are recruited as volunteers.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

7. There is a matching program to coordinate new volunteers and opportunities based on interest and availability.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Funding
(The depth and diversity of funding for community and social services)
Score your community 1-5

1. Community service comes from a wide variety of sources - federal, state, county, and community funding; grants; bequests; fundraising and private donations.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. A variety of sources ensure that programs can continue even when one source of funding is reduced.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Some disability groups coordinate fundraising for a range of providers.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Public Access
(Getting to and using public buildings and recreational facilities)
Score your community 1-5

1. We have a community-developed plan to increase access to all public services that was created with input from advocates and individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. This plan identifies funding sources and commits the community to increasing access within the next three years.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. At least 80% of park district and other recreation services are already accessible.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Individuals who need accommodations have a central number or point of contact to arrange for assistance in advance.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. There is a plan to increase access over the next 5 years.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

General Accessibility
(Ease of mobility within the community)
Score your community 1-5

1. At least 95% of the public streets have well-maintained sidewalks cleared of obstructions with curb cuts to allow access.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Pedestrian control signs have audible signals for the visually impaired.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Availability of Services

(Range and accessibility of disability services)
Score your community 1-5

1. We have a broad selection of services that provide a wide range for individuals with all types of disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Programs are competitive to allow free choice.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Appropriate programs are inclusive, serving people with and without disabilities in the same settings.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Coordination between programs is good and services are well publicized.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. There are no/short wait times for services.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Evaluation of Services
(coordination and feedback on the effectiveness of services)
Score your community 1-5

1. New programs are developed in coordination among community providers, advocates and individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. The goal is to expand services to meet changing needs and/or fill service gaps.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Consumers provide regular evaluation of community programs to identify success, service gaps, and unmet needs.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Employment
(Inclusion and coordination of efforts toward full employment)
Score your community 1-5

1. There is a community economic and workforce development plan, that includes the needs of individuals with disabilities. This plan was developed with advocates and persons with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. This plan was implemented by a board that includes persons with disabilities

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Job developers from state agency and community organizations meet regularly to coordinate efforts so that an employer has one point of contact to reach trained individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. On-the-job supports and training are available from many social service providers to accommodate different disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. There is a coordinated effort to local employers, social service agencies and educational institutions to become Employer Networks under the Ticket to Work.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. The community has an active Business Leadership Network to promote hiring of individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Health Care
(Accessibility and openness of health care)
Score your community 1-5

1. Access to general and specialized medical services is available.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Most medical services accept Medicare and Medicaid.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Most individuals with high-cost medical conditions have a medical home to promote continuity of care and access to specialty services, as appropriate.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Medical services are accessible.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Medium and large institutions have training for staff in serving the special needs of individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Advocates and individuals with disabilities are included in community planning for health care services.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

7. Consumers are regularly included in program evaluation to encourage continuous improvement.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Transition Services
(Coordination and responsiveness of special education transition plans)
Score your community 1-5

1. Transition meetings are coordinated and well-attended.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. The community has an active Transition Planning Committee that works across community/school boundaries to ensure students access to services.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Transition focuses primarily on expectations of future independence and employment.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. The IEP is student-led with professional guidance and input.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Planning includes all areas of adult life including income and benefits, healthcare, housing, and supports.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Community supports are represented and made available to the student.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

7. Transition information is available to grade school parents to encourage planning before age 14 1/2.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Post-Secondary Education
(Opportunity for specialized education and training)
Score your community 1-5

1. Information about opportunities for on-going education and training is available to everyone.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Local vocational programs, technical schools, community colleges, and trade schools are accessible and recruit students with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Post - secondary instruction participants have easy access to accessibility supports.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Internships in different vocations are open and accessible to all students.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Local employers are supportive of internship programs, both paid and unpaid.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Housing
(availability and access to affordable, low-income housing)
Score your community 1-5

1. Access to low-income public housing for individuals with disabilities is now available with short wait-lists of usually less than 6 weeks.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Over 75% of individuals in public housing live in scattered-site community housing of 4 units or less.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Policing and Public Safety
(Community safety and security)
Score your community 1-5

1. Local police have assigned community police officers that are well-trained, accessible and familiar with their neighborhoods.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. These officers attend community issue meetings on a regular basis.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. All police and fire receive training on the special needs of individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Officers receive specific training on working with individuals with mental illness.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Fire and ambulance personnel are required to have training on disability awareness.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Local police review boards include individuals with disabilities and advocates.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

7. Judges, prosecutors and public defenders are trained in working with individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

8. The community has a coordinated emergency response system that includes the special needs of individuals with disabilities

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

9. Streets are well-lit and safe.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Public Transportation
(Accessibility and inclusion in transportation)
Score your community 1-5

1. Public transportation is convenient, accessible and reasonably priced throughout the community along fixed routes.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

2. Service hours start early enough and continue late enough for most employment including weekend hours.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

3. Routes go within 2-3 blocks of major employers, education, healthcare and shopping.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

4. Point-to-point service by bus or taxicab is available and accessible.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

5. Individuals with disabilities are included on transportation planning committees.

1	2	3	4	5

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

6. Operators, including private taxis, receive mandatory training on working with individuals with disabilities.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree