

Access to Food Program Access: Self-Administered Survey

Date:

Organization name:

Site address:

About the Access to Food Surveys

The Access to Food surveys are designed to be administered by and for California's food banks, food pantries and their local partners providing direct emergency food distribution.

Completing one or more of the Access to Food self-administered surveys will help your organization identify its disability access strengths and areas for improvement. To maintain confidentiality of the results, the surveys are designed to be conducted by the organization's staff or volunteers rather than an outside party. You can access the other Access to Food surveys on the project website (www.access2food.org).

The Program Access Survey

The Program Access survey is designed for you to evaluate your organization's level of program access. Program access is defined as providing people with disabilities an equal opportunity to participate in or benefit from your programs. Services provided to persons with disabilities must be as effective in affording equal opportunity to obtain the same result, to gain the same benefit, or to reach the same level of achievement as those provided to others, including effective communication practices (www.disabilityaccessinfo.ca.gov). Most survey questions are followed by possible solutions that your organization can apply to improve accessibility for people with disabilities.

After completing the survey, your organization can apply for up to \$10,000 from the Access to Food Fund to make needed physical or programmatic modifications identified in the survey. More information about the Access to Food Fund is provided on the last page of this survey.

Disclaimer

Although this survey is a tool to evaluate the level of program access provided by your organization, it is not intended to be a comprehensive survey to identify any or all violations of local, state or federal law. This self-assessment is to be used for planning purposes only and is NOT for enforcement or legal purposes.

Staff and Volunteer Training

1. Do you or your staff receive training on how to best serve people with disabilities?

YES

NO

DON'T KNOW

a. If yes, what area(s) does this training cover? (check all that apply)

Disability inclusion / sensitivity

Physical access issues

Other related topics:

b. How often does this training occur?

More than once a year

Once a year

One time training

Other:

c. Who is required to attend this training? (Check all that apply).

All site staff

Management

Volunteers

Only those interested

Don't know

Other:

Possible Training Solution:

- Contact Access to Food to schedule FREE staff training on relevant disability issues.

Outreach

2. Does your organization provide outreach in places used or frequented by persons with disabilities (e.g., Independent Living Centers, Regional Centers, agencies for the Deaf and hard of hearing, etc.)?

YES

NO

DON'T KNOW

Possible Solution:

- Contact Access to Food to learn about disability organizations in your area.

3. Does your organization currently have any specific services, program or outreach for people with disabilities? If so, please describe:

Policies and Procedures

4. Does your organization keep statistics on the number of people with disabilities who use your programs and services?

YES

NO

DON'T KNOW

5. Is someone in your organization designated to oversee compliance with laws and mandates regarding accommodation of people with disabilities (such as those found in the Americans with Disabilities Act (ADA))?

YES

NO

DON'T KNOW

Possible Solutions:

- Designate one or more staff members to oversee compliance.
- Provide training for the designated employee(s) to ensure they are up-to-date with current regulations.

6. Does your organization have any rules or policies which would prevent you from serving people with disabilities?

YES

NO

DON'T KNOW

Possible Solutions:

- Review and revise rules and policies so they are inclusive of people with disabilities.
- Contact the Access to Food project for FREE technical assistance.

Accommodations

7. Does your organization ask every client or potential client whether she/he needs a specific accommodation (e.g., American Sign Language (ASL) interpreter or wheelchair ramp) during screening, distribution, or any other points of contact (e.g., telephone, outreach activities, etc.)?

- YES
- NO
- DON'T KNOW

Possible Solutions:

- On intake forms, create questions where people can request accommodations.
- Create a statement regarding accommodations on your outreach materials. Allow people to contact you if accommodations are needed.
- During intake interviews, ask questions that allow people to request accommodations.

8. Upon request, do you accommodate a person who needs extra time or staff assistance?

- YES
- NO
- DON'T KNOW

Possible Solutions:

- Allow extra time to complete the intake process.
- Inform staff to assist clients that request it.

9. Do appropriate staff/volunteers know how to secure reasonable accommodations such as Assistive Listening Devices, ASL interpreters, and/or alternative formats?

- YES
- NO
- DON'T KNOW

Possible Solutions:

- Contact the Access to Food project to learn about local organizations that can help you secure any of the accommodation requests listed above.
- Provide staff training on various types of accommodations. The Access to Food project provides this type of training for free.

10. Does your organization have a process for informing all appropriate staff/volunteers of accommodation requests while maintaining the client's confidentiality?

- YES
- NO
- DON'T KNOW

Possible Solution:

- Create a process and inform staff/volunteers about the proper protocol.
- Contact the Access to Food project for FREE technical assistance.

11. Do the organization's presentations and publications (e.g., brochures, pamphlets, flyers) provide information about the availability of accommodations?

- YES
- NO
- DON'T KNOW

Possible Solutions:

- Create a statement regarding the availability of accommodations on your outreach materials.
- Encourage people to contact you if accommodations are needed.

12. Upon request, are your organization's forms, handouts, and educational information available in alternate formats (e.g., large print, audio, Braille, or verbally instead of written)?

YES

NO

DON'T KNOW

Possible Solutions:

- Contact the Access to Food project to learn more about alternate formats and for referrals to contractors who provide them.
- Contact your local Independent Living Center to learn about resources available in your community.

13. Does your organization have a process for determining when an accommodation would cause undue hardship for your program and a process to document the decision?

Note: "Undue hardship" is defined by the ADA as unduly costly, extensive, substantial, disruptive, or that it would fundamentally alter the nature or operation of the business.

YES

NO

DON'T KNOW

Telephone Contacts

14. Do staff and volunteers know what the California Relay Service or Video Relay Services are and how to use them?

Note: The California Relay Service and Video Relay Services provide trained operators to relay telephone conversations back and forth between people who are deaf, hard of hearing, or who have speech disabilities and all those with whom they wish to communicate. It is accessed by dialing 7-1-1.

- YES
 NO
 DON'T KNOW

15. Does your organization have a TTY/TDD phone?

- YES
 NO
 DON'T KNOW

16. Are your organization's phones hearing aid compatible?

- YES
 NO
 DON'T KNOW

Possible Solution:

- Contact the Access to Food project for FREE technical assistance.

Website

19. Does your organization have a website?

YES

NO

DON'T KNOW

a. If yes, do you know if the website is accessible to people who use screen reading software?

YES

NO

DON'T KNOW

Possible solution(s):

- Have the website evaluated. Please visit the [Access to Food website](#) for evaluation options.

Congratulations on completing the “Program Access” survey! The Access to Food project hopes that it helped your agency identify accessibility strengths and points for improvement.

Access to Food Fund

Your agency is now eligible to apply for up to \$10,000 to make accessibility improvements identified in this survey. You are required to submit the survey identifying the access improvements proposed with your funding application. The Access Fund Committee will use the survey to match the identified need with the proposed project. The survey will remain confidential, and the committee will not use it for any purpose other than to select organizations to receive funding.

Access to Food Fund applications are accepted on a continuous basis. Access to Food will accept applications until May 31, 2010 or until the fund is depleted. Funding decisions are made on a quarterly basis.

Technical Assistance

The Access to Food project provides technical assistance on accessibility issues to food banks, food pantries and their local partners. For more information, or if you have questions about this survey, please contact us at 877-427-0387 or at kim@cfilc.org.

Access to Food Project

To learn more about the project, including FREE trainings offered, please visit our website www.access2food.org or call us at 877-427-0387.

Acknowledgement

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