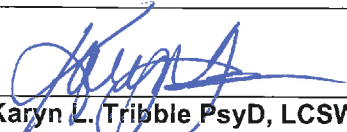




By: 
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Behavioral Health Director

POLICY TITLE: Accessibility Of Services	Policy No: 100-2-4 Date of Original Approval: 12/16/19 Date(s) of Revision(s):
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PURPOSE

The purpose of this policy is to ensure compliance with federal and state regulations related to providing access to services for persons with disabilities

AUTHORITY

- Americans with Disabilities Act, Pub. L. No. 101-336, 104 Stat. 327, Amended by the ADA Amendments Act of 2008 Pub. L. No. 110-325, 122 Stat. 3553 (2008).
- California Government Code Section 11135
- 45 CFR Part 84

SCOPE

All Alameda County Behavioral Health county operated programs in addition to entities, individuals and programs providing mental health services or substance use disorder services under a contract or subcontract with Alameda County Behavioral Health (providers).

POLICY

It is the policy of Alameda County Behavioral Health to provide full access to behavioral health care and substance use disorder services to persons with disabilities. In compliance with all applicable federal, state, and local laws and regulations, including the American with Disabilities Act., Alameda County Behavioral Health ensures that all providers prohibit discrimination against people with disabilities and provide physical access, reasonable accommodations, accessible equipment, and accessible electronic and information technology for beneficiaries with physical or mental disabilities. In the event that a provider is unable to provide access to services in accord with the American with Disabilities Act and other applicable laws, Alameda County Behavioral Health will make appropriate arrangements to ensure that its programs, services and activities are available to beneficiaries in a timely manner.

PROCEDURE

- A. ACBH ensures that County and contractors receiving funding under the State-County Intergovernmental Agreements for Specialty Mental Health Services, Drug/Medi-Cal Organized Delivery System (DMC-ODS) Waiver Services and Substance Abuse Prevention and Treatment Block Grant Services (SABG) comply with requirements of funding sources and applicable laws and regulations through the below methods.
- B. County compliance with this policy shall be achieved through:
 1. The County provides to beneficiaries or posts in a prominent place accessible to all beneficiaries a

Statement of nondiscrimination on the basis of disability.

2. The County posts beneficiary informing materials, including information on accessibility at the service locations including but not limited to physical access, accessible information and communication, on the ACBH website and advises the beneficiary, the information is available on the Internet. Files are in an accessible machine-readable file and format as required under the ADA and if beneficiaries with disabilities cannot access the information online, ACBH provides auxiliary aids and services upon request at no cost.
3. The County will conduct assessments to determine needs and ensure the availability of services that are accessible to persons with a disability and keep records of these results, which shall be provided to DHCS upon request.

The assessments must:

- a. Determine the extent of the need for MHP and DMC-ODS/SABG services within the county.
- b. Determine the: MHP outpatient and DMC- ODS/SABG outpatient and residential service sites that are accessible in accord with ADA Minimum Standards and inform the development of the county's implementation plan for ensuring that accessible MHP outpatient and DMC-ODS/SABG outpatient and residential services are available in each geographic area within the county.
- c. For DMC-ODS/SABG, define, develop, and implement:
 - i. The referral mechanism for those DMC-ODS/SABG service facilities that may not be able to accommodate an identified PWD depending on the specific access needs of the individual;
 - ii. The plan to inform providers and beneficiaries as needed of accessible services to that are substantially equivalent, including equivalency of travel time and distance.
 - iii. Designate a "County Access Coordinator" (CAC) for coordinating access for PWD's to all ACBH services, programs and activities. The role of the CAC is that of liaison between the provider community, ACBH, and DHCS. The CAC is responsible for ensuring the integrity of the county's compliance with all issues related to persons with disabilities seeking ACBH services.

C. Mental Health Plan contractor compliance with this policy shall be achieved through:

1. Quality Management Director, or designee, will ensure compliance with regulations by performing site reviews using state-of-the art ADA Site Review Tools regularly and/or when complaints arise.
2. Should a site be identified as having barriers to access for which removal is readily achievable; a plan of correction will be required with necessary action steps to remove the barrier(s). Providers will need to submit necessary evidence within 30 days, unless otherwise stated, to demonstrate how and when the corrections have been or will be made.

3. Additional site reviews outside of regularly scheduled timelines may be performed at the discretion of ACBH Quality Management.
4. All providers are informed of US Department of Justice Guidance regarding Self-evaluation and the development of an Implementation Plan for Readily Achievable Barrier Removal. ACBH will provide information and referral to possible resources Providers may access to follow this guidance.

D. ACBH contractor compliance with this policy shall be achieved through:

1. Approval of contract, which includes language pertaining to meeting the ADA Minimum Standards for Design and other requirements under the Americans with Disabilities Act, as to form and legal affect by county counsel; signature of Contractor on contract agreeing to all conditions set forth in the contract; and approval and execution of contract by the County Board of Supervisors, County Administrative Officer, or designee.
2. Annual completion and signed attestation of Accessibility Self- Assessment and Section 3 of the Self Audit (Nondiscrimination) by applicable Contractors, and subsequent review by ACBH Contract Manager.
3. At annual Site Visit, Contract Manager shall review contractor policy regarding Accessibility to Services review applicable contractor documentation of Self-Assessment, Implementation Plan for Readily Achievable Barrier Removal and any related actions or changes made, make observation of visible barriers to access, review any cases for which a PWD could not be accommodated because of a disability to assess compliance with posting of required notices. ACBH staff will notify the contractor and the CAC if ADA deficiencies are found during site visits or in the case of a complaint being received. Any deficiencies will require a Plan of Correction, which unless otherwise stated, shall be submitted to ACBH within 30 calendar days of the report.

CONTACT

BHCS Office	Current as of	Email
Network Providers Office Substance Use Disorder Quality Assurance Program Manager		

DISTRIBUTION

This policy will be distributed to the following:

- ACBH Staff
- ACBH County and Contract Providers
- Public

ISSUANCE AND REVISION HISTORY

Original Authors: Anthony Austin, RHIT

Original Date of Approval: 12/16/19

Date of Revision:

Revise Author	Reason for Revise	Date of Approval by (Name)

DEFINITIONS

N/A