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|  | Date Approved: <u>Manuel Jimenez</u> By: Manuel J. Jimenez, Jr., MA, MFT, Behavioral Health Care Services Director <u>6/23/14</u> |
| POLICY: Accessibility of Service Requirements AUTHOR: Reviewed by Executive Committee, Recommended for approval by BHCS Director: Date <u>6/23/14</u> initials <u>tt</u> | Date Revised: _____ Policy No.: _____ |

POLICY: Accessibility of Service Requirements

It is the policy of Alameda County Behavioral Health Care (ACBHCS) to operate its programs in compliance with all federal, state, and local laws and regulations. ADP has issued Bulletin 09-05 which establishes compliance of federal regulations of access to services for persons with disabilities.

Procedures:

ACBHCS ensures that the County and its programs with Federal expenditures during their respective fiscal years receives training and technical assistance as to ADP Bulletin 09-05 regarding requirements to ensure access to services to persons with disabilities. Services must be made available to all individuals with mobility, communication, or cognitive impairments as required by state and federal laws and regulations.

ADP continues to require that all licensed or certified providers of services or programs receiving federal or State funding that have been allocated by ADP adhere to the requirements of the ADA, Section 504, and the Unruh Civil Rights Act, ensuring that all AOD prevention, treatment and recovery programs be accessible to PWD to the fullest extent possible.

ACBHCS includes ADP Bulletin 09-05 requirements in each contract for AOD services with all programs providing these services.

ACBHCS makes reasonable accommodations and provides accessible services for Persons with Disabilities (PWD).

ACBHCS ensures that its services and its contract service providers' programs are accessible and do not discriminate against or deny equal opportunity to participate in and benefit by the provider's services.

As required, ACBHCS conducts assessments and keep records of these results, which shall be provided to ADP upon request. The assessments must:

- Determine the extent of the need for AOD services within Alameda County.
- Determine the percentage of the Alameda County residential AOD service providers that accept PWD and the county's implementation plan for ensuring that a sufficient number of out-patient and residential AOD services accessible by PWDs are strategically placed within the county.
- Define, develop, and implement:
 1. The referral mechanism for those AOD service facilities that do not accept PWD;

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2. The plan to provide services to PWD that are substantially equivalent to services provided to non-disabled individuals, including equivalency of travel time and distance.
 - Designate a County Access Coordinator (CAC).

The role of the CAC is that of liaison between the provider community, County AOD Administrator's office, and ADP. The CAC is responsible for ensuring the integrity of the county's compliance with all issues related to AOD services.

Every treatment program licensed or certified by ADP is required to acknowledge in it's initial application "...that the treatment program will not discriminate in employment practices and in provision of benefits and services on the basis of race, color, national origin, religion, sex, or mental or physical disabilities pursuant to Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, California Government Code Section 11135, et seq., and other applicable state and federal laws." [Title 9, CCR Section 9804(b)(11)].

Prevention, treatment, and recovery providers must take action to identify all physical and programmatic barriers to services and develop plans for removing or mitigating the identified barriers. Failure by service providers to initiate actions to correct identified deficiencies may result in civil penalties, and possible suspension, or revocation, of licensure, certification or contract cancellation.

Providers applying for initial licensure or certification must plan to be fully accessible at the time of application. Applicants for renewal of a licensure or certification must have conducted an assessment to identify barriers to service and developed an Access to Services Plan for removing or mitigating any identified barriers. Applicants failing to address these requirements can anticipate denial of their initial application or the withholding of renewals for existing licensed or certified programs until these requirements are adequately addressed.