


CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 05
SECTION Access to Services		DESCRIPTION Accessibility Plan	
WRITTEN BY Michael K. Vizena, M.B.A, Executive Director	REVISED BY Michelle Gould-Rice, LMSW, Quality Improvement Supervisor	AUTHORIZED BY  Lauren Emmons, ACSW, CEO	

APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input checked="" type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input checked="" type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) regularly monitors and provides necessary supports to ensure services are accessible to eligible persons, including those with potential barriers to enter into services.

STANDARDS:

- A. An accessibility plan will be developed and reviewed annually.
- B. Access to services will be assessed related to potential barriers, including but not limited to key areas as outlined by the Commission for the Accreditation of Rehabilitation Facilities (CARF).
- C. Identified barriers will be addressed to the extent feasible.
- D. The Accessibility Plan identifies the responsible party for implementing the objective in the plan.

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- E. Providers within the network will be assessed during the annual Provider Network Monitoring Process regarding their ability to accommodate persons served with specialized access needs.
- F. The LCCMH Provider Directory on the webpage identifies providers with cultural and linguistic competencies, population specific competencies and with accommodations for physical disabilities.
- G. For persons with Limited English Proficiency (LEP), interpretation and translation services must be provided at no cost to the person served (See LEP, Interpretation and Translation Services Policy 02.003.55).

PROCEDURES:

- A. Persons Served at LCCMH are surveyed at least annually regarding barriers to service access.
- B. Community partners and stakeholders are surveyed periodically regarding barriers to service access.
- C. LCCMH must budget resources for the provision of specialized supportive services, including adaptive technologies, to enhance access for persons with potential barriers to service.
- D. LCCMH trains staff in diversity, cultural competence and cultural sensitivity as outlined in the Cultural Competency and Sensitivity Policy 05.001.20.
- E. LCCMH requires implicit bias training for all staff.

DEFINITIONS:

Cultural Competence – The ability to deliver services in cross-cultural situations in a manner responsive to the norms of the culture. It is a multidimensional concept involving various aspects of policy, knowledge, attitude, behavior, and skills. Cultural competence includes self-knowledge, knowledge of cultural differences, and empathy.

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Culturally Competent Organization – An organization adopting policies and practices fostering behaviors and attitudes by all individuals affiliated with the organization.

Cultural Sensitivity – An individual’s ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual’s racial, ethnic, religious, and/or social groups or sexual orientation or disability even when these differ from one’s own. Cultural sensitivity also means taking steps to assure an individual is comfortable and accepted.

Limited English Proficiency Standards (LEP) – Procedures put in place to help standardize access to public services by removing knowledge of the English language as a potential barrier.

REFERENCES:

LCCMH Accessibility Plan

Involvement of Persons Served in the Development of Service and Treatment
(Consumerism) Policy 02.003.35

Limited English Proficiency, Interpretation and Translation Services Policy 02.003.55.

Cultural Competency and Sensitivity Policy 05.001.20

LE:mgr

This policy supersedes
#10/03046 dated 10/03/2003.
