
ACCESSIBILITY PLAN

2016 – 2018



Public Health
Prevent. Promote. Protect.

**Harford County
Health Department**

Division of Behavioral Health

APPROVED BY:

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DATE:

2/9/16

ACCESSIBILITY PLAN

The Division of Behavioral Health’s (Division) Accessibility Plan supports the Division’s commitment to provide safe and equal access to its programs, services and facility and to respond appropriately to the diverse needs of visitors, clients, staff and volunteers.

As a baseline, the Division employs and provides services to individuals regardless of their race, color, religion, gender, national origin, age, disability, veteran status, or other legally defined/protected minority or special class status.

PRINCIPLES FOR ACCESS

- Improving access to care, minimizing barriers and meeting client accessibility needs is incorporated into the strategic planning process.
- Annually, the Accessibility Plan is reviewed for relevance. This review includes documentation of the progress made to remove identified barriers and areas needing improvement.
- The Accessibility Plan addresses the following areas:

Architectural	Transportation	Employment
Environmental	Community Integration	Financial
Attitudinal	Communication	Technology
- The Division collects relevant data as it relates to accessibility in order to identify current and potential barriers. Data includes, but is not limited to:

Grievance and complaint data	Human resources data
Client and staff demographic data	Health and safety reports
Clinical and fiscal chart reviews	Financial records
Regulatory and environmental audits	Incident reports
Utilization and community demographic data	
Employee, client and stakeholder feedback surveys	
Client, staff and stakeholder surveys	
- Identified barriers may be addressed through the Division’s performance improvement process. As a performance improvement initiative, the identified barrier will be addressed through the formation of goals, establishment of performance indicators and the identification of staff responsible, timelines and actions to be taken.
- Accessibility concerns shall be considered during Risk Management Planning to ensure identified concerns do not pose a risk to the Division.

ACCESSIBILITY ACTION PLAN

Strategic Planning

- The Division's strategic plan will promote access to services through the identification and minimization of barriers.

Financial Management and Planning

- Division leaders will incorporate accessibility provisions when allocating resources, developing the budget, and procuring services and goods.

Risk Management

- The Division's Risk Management Plan shall capitalize on identifying and addressing barriers to treatment and the accessibility needs of others

Stakeholder Feedback

- Division leaders will solicit staff, client and stakeholder feedback on barriers to treatment and the Divisions ability to meet the accessibility needs of others

Cultural Competence and Diversity

- Division leaders will promote access to services through education and knowledge and understanding of diversities.

Health and Safety

- Division leaders will review Health and Safety Reports, and Adverse Incident Reports for barriers to treatment and the Division's ability to meet the accessibility needs of others.

Client Rights

- Division leaders will enforce compliance with the Division's policy on Client Rights in order to minimize all barriers to treatment.

Corporate Responsibility/Compliance

- Division leaders will thoroughly investigate allegations related the provision of assistive technology or other assistive service and allegations related to staff's compliance with the Code of Ethics.

Human Resource Management

- Division leaders will embrace LEP training, the identification of needed trainings and evaluate knowledge of accommodations, LEP and translation services.

Performance Measurement

- Division leaders will continually collect and analyze data related to access.

Performance Improvement

- The Division's Performance Improvement initiatives shall promote access and the minimization of barriers.

Technology

- Division leaders will identify and support the availability of technology which supports access and the minimization of barriers.

Program Services

- The Division will promote access to care, render services while minimizing barriers to treatment and provide appropriate assistance upon request.

REFERENCES/SUPPORTING DOCUMENTS

1. DHMH Policy on Reasonable Accommodations.
 - a. <http://dhmh.maryland.gov/oeop/Pages/Reasonable-Accommodations-.aspx>
2. DHMH Policy on Limited English Proficiency
 - a. <http://dhmh.maryland.gov/oeop/Pages/Limited-English-Proficiency-Coordinators-.aspx>
3. DHMH Translation and Interpretation Services
 - a. <http://dhmh.maryland.gov/oeop/Pages/Interpretation-and-Translation-Services.aspx>
4. Service Non-Discrimination Policy
5. Policy on Equal Employment Opportunity
6. Limited English Proficiency Policy
7. Sexual Harassment Policy

BARRIER REDUCTION METHODS: 2015 ANALYSIS

Architectural

- Facility has wheelchair access, elevators and handicap parking.
- The Safety Committee monitors facilities through the review of internal and external safety inspections.
- The HCHD's Compliance Officer examines and addresses facility needs.

Environmental

- Bi-annually, the Division participates in an internal health and safety inspection which includes the ADA Checklist for Barrier Removal.
- Annually, the Division's facilities receive an external safety inspection.
- The Safety Committee monitors the environment through the review of safety inspections as well as staff and consumer input received through complaints and grievances and health and safety incident reports.
- Evacuation plans are posted throughout the facility.
- The Safety Committee reviews and updates the Safety Plan and emergency procedures.
- The HCHD's Compliance Officer ensures preventive maintenance for heating and air, grounds maintenance, etc.
- Naloxone and first aid kits, fire extinguishers and alarms and AED equipment are available to staff.
- Client records are stored in a secure and confidential manner.

Attitudinal

- Client surveys assess staff member's professionalism, competence and knowledge.
- The Division supports the goals and initiatives established through the Cultural Competence and Diversity Plan.
- The Division obtains and utilizes client, staff and stakeholder input in program development
- The Division uses various public relations strategies such as Facebook, Twitter and public speaking engagements to reduce stigma, educate and help the community understand the population served and service availability.
- The Division implements a Naloxone Certification and Training Program.
- The Division orients staff of its vision, mission, values, code of ethics, and leadership philosophy.
- The Division promotes client involvement, principles of recovery and person-centered planning.
- The Division encourages and supports training and workforce development initiatives.
- The Division participates in an array of statewide committees to include, but not limited to:

Pain Management Taskforce
Behavioral Health Workgroup

Behavioral Health Integration
Prescription Drug Task Force

Alcohol and Drug Workgroup
Mental Health and Addictions Advisory Council
Harford County Overdose Fatality Review Team
Harford County Local Management Board
Harford County Child Fatality Review Board

Financial

- The Division's fiscal department develops and compares monthly financial reports.
- The Division completes fiscal audits that address billing and documentation.
- The Division partakes in an annual independent external audit.
- The Division provides on-site assistance for persons to access public benefits.
- The Division maintains current licensure and approval to render Medicaid reimbursable services.

Employment

- Program offers evening hours to support clients who are employed.
- Nondiscriminatory employment and client care practices are in place.
- Division staff members develop positive working relationships with the business community resulting in job opportunities for clients.
- The Division encourages and identifies resources for staff to keep up-to-date on trends and maintain knowledge of best practices and other national initiatives.
- Division staff members who desire accommodations can make this request in accordance with the Department of Budget Management's Reasonable Accommodations Policy.

Communication

- Division staff are knowledgeable of and vigilant to possible barriers to communication and, when appropriate, offer assistance.
- Division staff members have access to the intranet, internet and Division specific drive.
- Client rights are posted and at admission clients shall be informed of these rights. Client Rights are posted in English and Spanish.
- The Division posts signs which inform clients of free language translation services and the availability of assistive services for the deaf and hard of hearing. Signage has been displayed in Spanish, Mandarin and Vietnamese to inform clients of translation services. Translations services are provided on site or in person or by telephone. Upon request, treatment plans and other documents can be transcribed into the client's primary language.
- Community resources are shared with clients in written form at admission.
- Division staff members receive education in the areas of Emergency Preparedness and Safety through drills and practical training opportunities. Division staff may participate in discussions pertaining to safety issues at each Safety Committee Meeting.

- Clients can access and utilize the Division's internet website containing some organizational and programmatic information.
- Clients are informed of privacy rights and responsibilities, consistent with HIPAA and other applicable laws.
- The Division conducts monthly All Staff Meetings to share agency updates.
- Division Leaders meet regularly to focus on strategic planning and provide updates on big picture items related to our work.
- At admission, clients are informed of Complaint and Grievance Protocol

Transportation

- The Division provides limited funds to provide secure vouchers for transportation.
- The Division works closely with the Medicaid (MA) Transportation Department that assists individuals with transportation to medical appointments.
- The Division provides clients with literature of MA Transportation Services at admission.
- Division staff may utilize a company vehicle for off-site meetings, trainings, contacts or other official needs.

Technology

- The Division is working towards the integration of an electronic health record and billing system.
- The Division encourages the use of adaptive devices for those individuals who may benefit from this technology.

Community Integration

- Resources on local events and activities are shared with staff and clients.
- The Division's Peer Support Staff engage clients in their community and support the client's identification of needed resources.
- After Discharge clients are offered continuing care support services in which a peer support staff engages with the client periodically to support them in their recovery.

Other

- The Division provides a process to consider and evaluate requests for reasonable accommodations. Every effort is made to grant a request for reasonable accommodation however this may not be possible in all instances. Decisions are made on a case by case basis in accordance with the Department of Health and Mental Hygiene's (DHMH) Policy on Reasonable Accommodations.
- The Division works collaboratively with DHMH's Office of Equal Opportunity Programs.

