



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Medi-Cal Managed Care
	Sub Section:	Access
	Section Number:	09.01.03
	Policy Status:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised
	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>3/27/18</u>

SUBJECT: Access to Mental Health Services for Persons with Disabilities

PURPOSE:

To ensure compliance with federal and state requirements related to access to services for the disabled.

POLICY:

The County of Orange Behavioral Health Services (BHS) County and County-contractors providing Specialty Mental Health Services (SMHS) in the Orange County Mental Health Plan (MHP), shall comply with federal guidelines regarding physical accessibility including the Americans with Disabilities Act (ADA).

SCOPE:

County-operated and County-contracted MHP services providers.

REFERENCES:

The Americans with Disability Act (ADA)

DEFINITIONS:

County Access Coordinator (CAC): ADP Bulletin 09-05 requires the designation of a County Access Coordinator (CAC). The role of the CAC is that of liaison between the provider community, County Alcohol and Other Drug (AOD) Administrator’s office, and the California Department of Health Care Services (DHCS). The CAC is responsible for ensuring the integrity of the county’s compliance with all issues related to services, including substance use disorder services.

PROCEDURE:

- I. To ensure that people with disabilities can fully participate in and benefit from the Public Services offered by the County of Orange, the Board of Supervisors adopted a policy prohibiting discrimination against persons with disabilities in June of 1994.
- II. The Board of Supervisors established a County ADA Title II Coordinator who is located within the CEO/Office of Risk Management and will have corporate oversight of County

Departments and Agencies compliance with ADA II.

III. In addition, an ADA II Coordinator has been established for each county department and agency. Complaints, concerns or recommendations regarding public access to any of the county programs, services and activities should initially be reported to that department or agency ADA II Coordinator who can immediately begin to resolve the matter.

A. The ADA II Coordinator for the Health Care Agency is:

Cathy Pham 714-834-5441 (phone); 714-834-7695 (fax)

IV. The Boilerplate contract for contracted MHP providers includes the following language:

“CONTRACTOR shall comply with all applicable governmental laws, regulations, and requirements as they exist now or may be hereafter amended or changed. These laws, regulations, and requirements shall include, but not be limited to, the following: . . .

23. 42 USC §12101 et seq., Americans with Disabilities Act of 1990.”

V. All leased County facilities include the following contract language:

“Building and Safety Requirements:

During the full term of this Lease, including the Extension Period, Lessor, at Lessor’s sole cost, agrees to maintain the Premises in compliance with all applicable laws, rules, regulations, building codes, statues, and orders as they are applicable on the date of this Lease, and as they may be subsequently amended, except to the extent that any such compliance is required due to County’s specific use of the Premises, and Alterations or the acts of omissions of County.

Included in this provision is compliance with the ADA and all other federal, state, and local codes, statutes, and orders relating to disabled access as they are applicable on the date of this Lease, and as they may be subsequently amended.”