

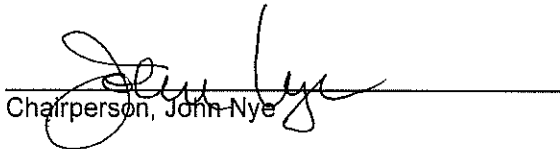
FOUR COUNTY BOARD OF ALCOHOL, DRUG ADDICTION,
AND MENTAL HEALTH SERVICES

Subject: Service Accessibility and Availability

Serial No. 1.2

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Adopted: 05-13-93, 09-11-25


Chairperson, John Nye

The Board acknowledges its responsibility to develop a community support system in Defiance, Fulton, Henry and Williams Counties "to the extent financially feasible". While recognizing these fiscal limitations, the Board establishes the following as guidelines for availability and accessibility of services provided by contract agencies of the Board:

1. Mental health and alcohol/drug addiction outpatient treatment service agencies shall have an office in each county. Regular office hours shall be, stable, and broadly known in each county.
2. Emergency and community support programs shall be available 24 hours a day, 365 days a year.
3. Special appointment times, outside the regular office hours, to the extent financially feasible, shall be available, when necessary, to meet individual client needs.
4. Phone callers will receive, at a minimum, a recording that identifies the agency, refers them to the toll-free hotline number in case of an emergency and allows them to leave a message.
5. Intra-system referrals from one Board funded agency to another shall be expedited promptly. Referrals for emergency services shall be made immediately and the client in crisis assisted by the referring agency, as needed, to ensure that they receive the help they need.
6. The initial aftercare contact for clients discharged from inpatient or emergency services shall be made no later than 7 calendar days following discharge.
7. All physical facilities shall meet the standards for physical accessibility as established in the most current version of Section 504 of the Rehabilitation Act of 1973 and shall be in compliance with the Americans with Disabilities Act.
8. All sites shall have policies in place to provide services to visually and hearing impaired.
9. Services shall be provided by staff that has appropriate and required licensure and certification that includes cultural competencies.
10. Transportation shall be provided to individuals in crisis and those identified as being severely mentally disabled in order to gain access to emergency services and community support services.
11. The general public will be kept informed of ADAMhs Board agencies and services via, local media – programs, county fairs, area health fairs and other forms of media in places frequented by the public.
12. Offer behavioral health consumers, appointments for primary health care services.

Monitor: September, DI