

5122-26-17**Service accessibility and availability.**

The provider shall have written policies, procedures, and processes that assure services are accessible and available to assure the following:

(A) Continuity of care for persons discharged from psychiatric inpatient settings and referred to the provider through the provision of necessary services as determined by the provider in consultation with the person served and the referral source. Such necessary services shall be provided upon discharge whenever possible and no later than two weeks post discharge if it has been concluded during the discharge planning process that these services are required within two weeks;

(B) With the exception of driver intervention programs that do not receive indigent funds from the department, providing assistance, as appropriate according to the person's needs, at no additional cost to persons served, to persons requesting or receiving services, and their families or significant others, who speak a language other than standard English as a primary means of communication, or who are individuals with a communication barrier, such as deafness or hearing impairment. Such assistance shall include availability of appropriate telecommunication relay services (TRS). A TRS is a telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls, such services include but are not limited to text to speech relay and signing to speech relay. In situations when a client expresses a preference to communicate by use of a particular type of TRS, then the agency shall ensure one is available at the provider.

Other assistance to be provided according to the needs of persons served shall apply to all forms of communication and shall include:

(1) Interpreters fluent in the first vernacular language of the person served, and with demonstrated ability or certification;

(2) Services provided by a professional who is able to communicate in the same vernacular language as the person served; and

(3) Referral to a service that provides interpreters.

(C) Addressing addiction and mental health service needs of the relevant community as described in the community plan of the board.

(D) Referral to other systems or organizations if the provider does not provide such services to meet identified needs of persons with a severe mental disability or substance use disorder or children with severe emotional disturbance.

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Certification

10/21/2019

Date

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