

FEBRUARY 2009

FOCUSED REVIEW AREA

February's focused area of review is to review accessibility, availability, and appropriateness of services for persons who speak a language other than English, or have a handicapping condition and to conduct a survey of utilization of services by minority groups, including handicapping conditions.

The agency recently review information on a service called Language Line Services. They offer interpretation services in 170 Languages available 24 hours a day 7 days a week via conference call technology. The agency can pay for these services as we need them.

The agency recently reviewed handicap accessibility due to two client issues in extra large base wheel chairs, these chairs will not fit through the internal doors of the agency offices, these clients will be accommodated by using Dr. Smith's office because it has a larger external door leading directly into the office, if these accommodations are not available, clinical staff will make arrangements, if appropriate, to visit the client's home.

A survey of utilization of services by minority groups, including handicapping conditions will be created soon and given to all agency staff.