

MARCH 2010

RESPONSE TO LAST MONTHS FOCUS REVIEW

All AOD charts have been reviewed for the program review. Dr. Hedges and Mike Selegue are compiling data for review.

February's focused area review of reviewing accessibility, availability, and appropriateness of services for persons who speak a language other than English, or have a handicapping condition. A survey was administered to all agency staff.

Staff was asked if they were aware of any issues related to clients or their families within the last 90 days related to physical barriers and cultural or language barriers. The majority of the respondents who were aware of barriers listed physical barriers, due to client mobility. The agency is fully accessible, however the second floor offices require climbing steps, if a client is unable to climb steps, and we make accommodations to the clients on an as needed basis by using first floor offices for therapy sessions.

Additional accessibility barriers that were commented on by staff included transportation issues and financial issues such as lack of insurance coverage. The agency addresses transportation issues by locating offices in areas that are accessible to public transit whenever possible and accommodating clients scheduling needs around transportation as much as possible. The agency addresses client financial needs by referring clients to other local agencies if they lose Medicaid coverage, arranging payment plans, and pursuing income based funding for programs whenever possible.

Transportation and financial barriers will be added to next year's survey.

A clinical practice survey is being administered to all agency clinical staff. The results will be reported as soon as they are available.