

The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Clinical	C		310.4
Subject Title	Adopted	Last Revised	Reviewed
Accommodations	04/12/02	2/20/23	4/5/10; 08/15/06; 12/31/13; 2/13/14; 6/23/15; 04/06/17; 5/29/19; 6/12/20; 6/15/21; 2/20/23; 3/15/24; 2/11/25

PROCEDURE

Application

This procedure shall apply to the clinical services of The Right Door for Hope, Recovery and Wellness.

1. Accommodations

- 1.1. The Right Door for Hope, Recovery and Wellness shall accommodate the ethnicity, cultural diversity, language proficiency, and communication and physical limitations of individuals through the following assurances:
- 1.2. Delivery of culturally competent services as outlined in Policy RR-992
- 1.3. Availability of service delivery and other informational materials with consideration given to Limited-English proficiency, including available alternative formats, such as audio recordings.
- 1.4. Availability of bilingual staff and/or interpreters, sign language interpreters, and TDD phone equipment or Michigan Relay.
- 1.5. Accessibility to services within its buildings through designated handicap parking, ramps, automatic doors, and accessible restrooms.
- 1.6. Assistance with other reasonable accommodations as requested.
- 1.7. Requests shall be made through the primary worker. The primary worker shall notify their direct supervisor should additional services/needs become identified.
- 1.8. The supervisor will send the request for accommodation to the CFO or designee for consideration of the accommodation as well as information on who to contact for the accommodation.

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1.9. Primary worker is then responsible for following up with the accommodation service provider to obtain needed services.

2. Accessibility of CCBHC Services

2.1. The Right Door for Hope, Recovery and Wellness, as a Certified Community Behavioral Health Clinic (CCBHC), provides CCBHC services that are available to any person in need, including, but not limited to, those with serious mental illness, serious emotional disturbance, long-term chronic addiction, mild or moderate mental illness, and substance use disorders. A preexisting diagnosis is not required as CCBHCs are required to provide timely assessment and diagnostic services.

2.2. Any person with a mental health or substance use disorder (SUD) ICD-10 diagnosis code, as cited in the most current CCBHC Demonstration Handbook, is eligible for CCBHC services. The mental health or SUD diagnosis does not need to be the primary diagnosis. Individuals with a dual diagnosis of intellectual disability/developmental disability are eligible for CCBHC services.

2.3. Priority of service provision is given to those persons that live within Ionia County or within the school district lines of schools located within Ionia County. All individuals, regardless of ability to pay, shall be served.

Kerry Possehn, Chief Executive Officer	Date		