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| Broward Behavioral Health Coalition, Inc. | |
| Policy Title: Support to the Deaf and Hard of Hearing | |
| Policy Number: BBHC.0029 | Contract: JH343 |
| Effective Date: 5/16/2013 | Revision Date: 8/4/2023 |
| Responsible Department: Continuous Quality Improvement | |
| Approved by: Caren Longsworth, Director of Quality Improvement | |
| Signature: <small>DocuSigned by:</small> <i>Caren Longsworth</i> <small>7A4D59B701D0479...</small> | Date: <u>8/6/2023</u> |
| Approved by: Silvia Quintana, Chief Executive Officer | |
| Signature: <small>DocuSigned by:</small> <i>Silvia Quintana</i> <small>D999499950A143C...</small> | Date: <u>8/6/2023</u> |

Policy:

It is the policy of Broward Behavioral Health Coalition (BBHC) to ensure effective communication with deaf and hard-of-hearing consumers, customers, and persons within and seeking the assistance of the BBHC system of care.

Purpose:

This policy ensures deaf and hard-of-hearing individuals are provided sufficient means of communication so that they may access and benefit from needed services via the BBHC system of care.

Procedure:

In accordance with section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act and the Department of Children and Families (the Department) Operating Procedure (CFOP) 60-10, Chapter 4, 'Auxiliary Aids and Services for the Deaf or Hard of Hearing', BBHC and its subcontractors with 15 or more employees, where direct services are provided, shall designate a Single-Point-of-Contact to ensure effective communication with deaf or hard-of-hearing individuals. The Single-Point-of-Contact will process compliance data into the Department's applicable reporting database and forward confirmation of submission to the Contract Manager, as is required per contract.

The Single-Point-of-Contact for each agency will ensure its agency employees are aware of the requirements, roles & responsibilities, and contact points for ensuring sufficient communication and service accessibility for persons who are deaf and hard-of-hearing. The Single-Point-of-Contact for each agency will ensure that conspicuous notices are posted with information about the availability of appropriate auxiliary aids and services at no cost. Approved notices can be downloaded from the Department internet site at:

<https://eds.myflfamilies.com/DCFFormsInternet/Search/DCFFormSearch.aspx>

For each deaf or hard-of-hearing consumer, the provider agency shall document the consumer's preferred method of communication and any requested auxiliary aids/services provided in the consumer's record. Documentation with any applicable supporting justification must be made if any request is not honored. The provider shall submit monthly compliance reports via [OCR HHS Monthly Summary Report \(formsite.com\)](https://www.ocr.hhs.gov/ocra/summary-report), by the 5th business day of the following month, to the Single-Point-of-Contact. Providers will distribute consumer feedback forms and provide necessary assistance for completing the forms, as requested.

If a deaf or hard-of-hearing consumer is referred to another agency, the referring provider must ensure that the receiving agency is notified of the consumer's preferred method of communication and any auxiliary aids/service needs.

Via monitoring, BBHC will ensure BBHC subcontracted providers follow this policy and provide deaf/hard-of-hearing services/ auxiliary aids as is necessary to ensure effective communication and access to services. BBHC will ensure that subcontracted providers have completed the Department training titled, 'Serving our Customers who are Deaf or Hard of Hearing', as required and available via the Department website.

REFERENCES:

CFOP No.60-10, Chapter 4 Auxiliary Aids and Services for Persons Who Are Deaf or Hard-Of-Hearing

BBHC's Auxiliary Aids & Services Monitoring Plan

ATTACHMENTS:

DEFINITIONS:

REVISION/REVIEW LOG

| | DATE |
|---|-------------|
| Updated DCF website (to locate forms) | 1/19/2018 |
| Reviewed, no substantial changes | 9/25/2020 |
| Added the form site to submit the monthly summary | 7/27/2021 |
| Removed responsibility for monitoring of Auxiliary Aid Plans and HHN reporting from Carisk to BBHC. | 7/27/2022 |
| Reviewed, grammatical changes made | 8/4/2023 |

The Director of Quality Improvement and Chief Executive Officer are responsible for all content in this policy.