



7.3.12 ACCESSIBILITY OF SERVICES

Issue Date: 08/31/2025

Revision History: 12/22/2025, 08/31/2015

References: Americans with Disability Act (ADA)

Section 504 of the Rehabilitation Act of 1973

28 Code of Regulations (CFR), Part 35, Non-Discrimination on the Basis of Disability in State and Local Government Services

45 CFR 92.102 Effective Communication for Individuals with Disabilities

Unruh Civil Rights Act, California Civil Code (CCC) Sections 51 through 51.3 and all applicable laws related to services and access to services for persons with disabilities

California Code of Regulations, Title 2, Section 11065(d)

Sonoma County Equal Employment Opportunity (EEO) / Americans with Disabilities Act (ADA) Public Access Division web page at:
[https://sonomacounty.gov/administrative-support-and-fiscal-services/human-resources/divisions-and-units/equal-employment-opportunity-\(eeo\)-americans-with-disabilities-act-\(ada\)-public-access-division/ada-title-ii/departments-ada-responsibilities](https://sonomacounty.gov/administrative-support-and-fiscal-services/human-resources/divisions-and-units/equal-employment-opportunity-(eeo)-americans-with-disabilities-act-(ada)-public-access-division/ada-title-ii/departments-ada-responsibilities)

Policy Owner: Behavioral Health Division, Quality Assessment and Performance Improvement (QAPI), Quality Assurance Manager

Director Signature: **Signature on File**

I. Policy Statement

Sonoma County Department of Health Services – Behavioral Health Division (DHS-BHD), Substance Use Disorder (SUD), and Community Recovery Services section will comply with all relevant state and federal laws, regulations, standards, and contractual requirements relating to Accessibility of Services, as required by the

ADA, which prohibits discrimination on the basis of disability in both employment (Title I) and the provision of government services (Title II).

II. Scope

This policy applies to all DHS-BHD Covered Persons including employees (full-time, part-time, extra-help), unpaid interns, paid interns, temporary agency workers, registered volunteers, and all individual providers contractually designated as Covered Persons. Covered Persons do not include Community Based Organizations (CBOs) staff.

III. Definitions

Not Applicable

IV. Policy

DHS-BHD is committed to providing equal access to its buildings, programs, and services. The County's Self-Evaluation and Transition Plan Update (SETP), adopted in December 2009, details Sonoma County's plan to comply with the ADA, and provides information on each County Department, along with a list of community resources.

The SUD and Community Recovery Services section requires that contract providers provide **reasonable accommodations** to individuals to ensure equal access to alcohol and other drug prevention, treatment and recovery programs, services, and facilities. and will take appropriate steps to ensure effective communication with individuals with disabilities, in ways that best serve their needs.

DHS-BHD has an ADA Coordinator who assists departments in providing accommodations and resolving any potential public concerns regarding access to County programs and services.

V. Procedures

- A. SUD and Community Recovery Services will conduct periodic assessments with contract providers to better determine the extent of the need for SUD services for Persons with Disabilities (PWD) in Sonoma County. They will monitor the percentage of County-contracted SUD service providers that accept PWD and ensure that a sufficient number of outpatient and residential SUD services are available throughout the County.
- B. Define, develop, implement and review referral mechanisms for the SUD service facilities that cannot provide reasonable accommodations.

- C. Provide contracted network providers with grievance procedures and the ADA coordinator contact information.
- D. Ensure that contracted network providers provide services to PWD that are substantially equivalent to services provided to non-disabled individuals, including equivalency of travel time.
- E. SUD and Community Recovery Services will work with the County ADA Access Coordinator (CAC) to act as a liaison among interested parties, ensuring accessibility and the County's compliance with all issues related to SUD services.

VI. Forms

None

VII. Attachments

None