



COUNTY OF SACRAMENTO DISABILITY ADVISORY COMMISSION TO THE BOARD OF SUPERVISORS

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August 1, 2024

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Adult Outpatient and Crisis Continuum, Behavioral Health Services

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DAVID VILLANUEVA

Dear Stephanie:

This letter is a follow-up to the letter from the Disability Advisory Commission (DAC) Programs and Services Access Subcommittee of December 5, 2023 and subsequent discussion with Cheryl Bennett of the Disability Compliance Office and me regarding your program's mobile crisis response services for people with disabilities. We appreciate you taking the time to answer our questions and provide us with additional information.

After reviewing your responses to our letter and the follow-up meeting, we would like to offer our findings and recommendations, as well as some further inquiries and additional notes.

Key Findings and Recommendations

- **Training:** Behavioral Health Services crisis response teams have completed all required trainings as outlined by DHCS. We recommend including disability culture competency training specific to the needs of people with diverse disabilities. These include, but should not be limited to, the current Behavioral Health Cultural Competency course offerings, "Equity and Inclusion for People with Disabilities Using Behavioral Health Services" and "Deaf 101." In order to provide the full spectrum of culturally competent services, we encourage you to seek or develop training opportunities on the abilities and needs of people who are blind or have low vision, have mobility disabilities, or have cognitive or intellectual/developmental disabilities.
- **Accessibility:** The program primarily relies on referrals to contracted services providers for aftercare, shelter and housing. We recommend providing training to BHS staff to enable them to assess these partner organizations and ensure their full accessibility and compliance with Federal and State civil rights laws.
- **Data Collection:** We are awaiting information on how demographic data is collected on program participants with disabilities, as offered in your response dated December 22, 2023.

Further Inquiries

- **Service Animals:** Does the intake process inquire about the clients' use of service dogs and emotional support animals?
- **Client Feedback:** What is the process for gathering feedback from clients on their experience with the program's accessibility? How is this information used to implement and enhance programs and services?

Additional Notes

- We recommend including people with diverse disabilities in future planning and development of the program.

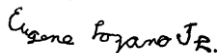
We believe that by working together, we can ensure that all Behavioral Health Services are accessible and responsive to the needs of all community members, including those with diverse disabilities. We appreciate your ongoing engagement and collaboration.

We look forward to your response and welcome any additional questions or information you would like to provide. The Programs and Services Access Subcommittee would like to revisit this matter during their September 11, 2024 meeting, and accordingly would appreciate your response by September 4. We invite you to attend and participate in the discussion.

Sincerely,



Angela Talent, Chair
Programs & Services Access Subcommittee
Disability Advisory Commission



Gene Lozano, Chair
Disability Advisory Commission