

Greene County Educational Service Center - Mental Health Services Accessibility Plan & Procedures

GCESC - MHS is committed to continually evaluating the efficiency, effectiveness & efficacy of services. Access to quality services is key to fulfilling our agency mission. In order to ensure services are consistently and continually available, appropriate & acceptable to persons served, MHS Leadership, through quality data collection, analysis and utilization will seek to identify and address barriers to accessibility. These barriers may include those related to:

- Architecture;
- Environment;
- Attitudes;
- Finances;
- Employment;
- Communication;
- Technology
- Transportation;
- Community Integration

Stakeholder surveys, real time feedback from persons served, monitoring of community needs and health indicators, and careful examination of clinical & business data and outcomes will help guide the identification of potential barriers.

Quality Assurance/Performance Improvement (QA/PI) activities related to service utilization and delivery are monitored on both a monthly and quarterly basis. Quarterly reporting to the full QA/PI Committee is utilized to identify trends that may reveal barriers to access and full engagement in services. These are tracked in the agency's Accessibility Grid. Tracking includes identification of the barrier, actions to be taken, timelines for completion and outcomes. Barriers may also be identified through various GCESC & GCESC-MHS committees including Technology Team, Facilities Committee, Health & Wellness, in addition to ad hoc and project-based committees.

The Accessibility Grid is updated at least quarterly to reflect new barriers and progress to eliminate barriers previously identified. Review of the efforts related to accessibility is integrated into the agency's annual Performance Improvement Summary. Those barriers requiring more systemic and complex approaches will be integrated into the agency Strategic Plan.