SUBJECT: NON-DISCRIMINATION OF BENEFICIARIES

PURPOSE:

1.1 To establish a policy regarding non-discrimination of beneficiaries in the rendering of mental health services.

POLICY:

2.1 It is the policy of the Los Angeles County Department of Mental Health (LACDMH/Department) to prevent discrimination in admissions and provision of services on the basis of sex, race, ancestry, age, color, national origin, disability, marital status, medical condition, sexual orientation, or any other legally recognized protected class.

2.2 LACDMH workforce will not deny services to beneficiaries because of the above specified protected classifications.

2.3 LACDMH workforce will not discriminate against beneficiaries who refuse to execute an advance directive.

2.4 LACDMH workforce will not deny services to beneficiaries who provide verbal consent for services but refuse to provide written signature for Consent for Services, Treatment Plans, or Outpatient Medication Review forms.

2.5 LACDMH workforce shall demonstrate respect and dignity to those persons he/she encounters in the line of work.

2.6 LACDMH workforce shall comply with the Department's Harassment Policy. (Authority 1)

2.7 LACDMH workforce shall not use or threaten to use any official authority or influence to restrain, prevent, or retaliate a beneficiary from reporting fraud, waste, or misuse of County resources prohibited in the Los Angeles County Code Title 5, Personnel Section 5.02.060. (Authority 2)
2.8 All LACDMH workforce members shall show respect to persons of all cultural and linguistic backgrounds by providing clinically competent, culturally sensitive, and linguistically appropriate services.

PROCEDURE

3.1 LACDMH has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the Civil Rights Act of 1964 Title VI (Authority 3), the Rehabilitation Act of 1973 Section 504 (Authority 4), the Age Discrimination Act of 1975 (Authority 5), and the Americans with Disabilities Act of 1990 (Authority 6).

3.1.1 These regulations state, in part, that no person will, solely by reasons of his or her sex, race, ancestry, age, color, national origin, disability, marital status, medical condition or sexual orientation or any other legally recognized protected class be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving state or federal financial assistance.

3.2 In the event a beneficiary feels he/she has been the subject of discrimination, the Grievance/Appeal/Expedited Appeal Request (Attachment 1) shall be provided for submission. The completed form to be mailed to:

Los Angeles County Department of Mental Health
Patients' Rights Office
550 South Vermont Avenue, 6th Floor
Los Angeles, CA 90020

3.3 Beneficiaries shall not be subject to discrimination or any other penalty for filing a grievance, appeal, or expedited appeal.

AUTHORITY

1. LACDMH Policy No. 605.02, Harassment
2. Los Angeles County Code Title 5, Personnel Section 5.02.060
3. Civil Rights Act of 1964 Title VI
4. Rehabilitation Act of 1973 Section 504
5. Age Discrimination Act of 1975
6. Americans with Disabilities Act of 1990
7. California Code of Regulations Title 9, Section 1850.205
8. LACDMH Policy No. 200.04, Beneficiary Problem Resolution Process

ATTACHMENT (HYPERLINKED)

1. Grievance/Appeal/Expedited Appeal Request

RESPONSIBLE PARTY

LACDMH Patients' Rights Office