

**Arizona Department of Health Services  
Division of Behavioral Health Services  
PROVIDER MANUAL  
Pascua Yaqui Centered Spirit Program**

**10A.8 Communication**

**I. STATEMENT OF PURPOSE:**

- A. To establish clear mechanisms for the annual review of the accessibility and effectiveness of the forms of communication used by CSP. To also establish a mechanism for communication with persons served regarding the accreditation status.

**II. STANDARDS:**

- A. CSP evaluates its methods of communication to persons served annually as part of strategic planning.
- B. CSP responds to requests from the public regarding its accredited programs.

**III. PROCEDURES:**

- A. The CSP regularly evaluates its methods of communication to persons served and the community through updating brochures and handbooks, developing promotional materials for new services, and posting current schedules of upcoming events and recovery meetings. As needed, the CSP develops relevant materials in Spanish, or Yoeme. Through satisfaction surveys and community needs assessments, CSP further evaluates the need to develop or refine communication materials.
- B. The CSP Program director responds to any requests or questions from the community regarding its accreditation status.
  - 1. Information is provided in formats and languages necessary to assist persons with understanding the information provided.
  - 2. Information regarding the performance of accredited programs is provided as requested.
  - 3. CSP provides only accurate information about its accreditation status.
  - 4. CSP makes it known to consumers that it responds to questions regarding its accreditation through a notice placed on the bulletin board in the front hall and through its client handbook.