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Owner Winifred Williamson
Policy Area Customer Service
References NCQA QI8
Element G
Initial
Assessment,
NCQA UM3
Element A
Access to
Staff

Accommodations for Individuals with Visual & Mobility Impairments

POLICY

It is the policy of DWIHN that individuals with visual or mobility impairments receiving behavioral health services are ensured of the opportunity and provided the support to receive maximum benefits from the services offered.

PURPOSE

To establish procedures to accommodate individuals with visual or mobility impairments.

APPLICATION

1. The following groups are required to implement and adhere to this policy: All DWIHN Staff, Contractual Staff, Access Center, Network Providers, Crisis services vendor.
2. This policy serves the following populations: Adults, Children, I/DD, SMI, SED, SUD, Autism
3. This policy impacts the following contracts/service lines: Medicaid, MI-HEALTH LINK, SUD, Autism, Grants, and General Fund.

KEY WORDS

1. Mobility Impairment

2. Visual Impairment

STANDARDS

1. DWIHN Staff and Contracted Providers shall develop policies and procedures, which at a minimum ensures the following: **(QI 8 Element G Factor 8)**
 - a. All services, programs or activities shall be accessible and usable to individuals with communication impairments.
 - b. Communication aids, alternative communication, including an augmentative communication specialist shall be provided for consumers and family members and others who are involved in the provision of services and treatment.
 - c. Arrangements for the provision of accommodations shall not depend on a request by the consumer or others involved in the treatment.
 - d. Accommodations shall be made at the expense of the DWIHN, contractor or subcontractor in accordance with its contract and will:
 - e. Meet the consumer's needs. **(LTSS Element B Factor 11) (HSAG: Standard I, Elements 6 & 7)**
 1. Screen reader software, large print, brail materials or other effective methods of making visually delivered materials available to individuals who are blind or have low vision.
 2. Qualified readers, taped texts or audio recordings.
 3. Be compliant with ALL CURRENT requirements of the Americans with Disabilities Act of 1990 (ADA). See 2010 ADA Standards for Accessible Design.
 4. Afford accessibility to the building work site and any areas used by consumers.
 5. Enable consumers to perform all essential program functions.
2. DWIHN shall ensure all programs and activities provided through electronic and information technology be accessible for all individuals with disabilities unless doing so would result in undue financial and administrative burdens or a fundamental alteration in the nature of the health programs or activities.
3. DWIHN Contracted Providers are expected to develop their policies in alignment with this DWIHN policy.

QUALITY ASSURANCE/IMPROVEMENT

The DWIHN shall review and monitor contractor adherence to this policy as one element in its network management program, and as one element of the QAPIP Goals and Objectives.

The quality improvement programs of DWIHN providers, their direct contractors and subcontractors must include measures for both the monitoring of and the continuous improvement of the programs or processes described in this policy.

COMPLIANCE WITH ALL APPLICABLE LAWS

DWIHN staff, contractors and subcontractors are bound by all applicable local, State and Federal laws, rules, regulations and policies, all Federal waiver requirements, State and County contractual requirements, policies, and administrative directives, as amended.

LEGAL AUTHORITY

1. Michigan Mental Health Code, PA 258 of 1974, as amended. Suitable services; treatment environment; setting; rights, MCL 330.1708.
2. Michigan Department of Community Mental Health, Community Mental Health Service Provider Manages Specialty Supports and Services, Section 3.12. Compliance with Civil Rights, 1998-2002.
3. Title VI of the Civil Right Act of 1964, 42, U.S.C. 2000s et seq.
4. Title II, Americans with Disability Act of 1990, Public Law 101-336, and ADA Amendment Act of 2008
5. Michigan Department of Community Health, Application for Participation, 2013
6. Section 1557 of the Affordable Care Act: New requirements for non-discrimination.

RELATED POLICIES

1. [Customer Service Policy](#)

CLINICAL POLICY

NO

INTERNAL/EXTERNAL POLICY

EXTERNAL

Approval Signatures

Step Description	Approver	Date
Final Approval Policy	Eric Doeh: President and CEO	06/2022
Stakeholder Feedback	Allison Smith: Project Manager, PMP	05/2022
Director Committee Review	Yolanda Turner: Legal Counsel	05/2022