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Equal Access to Service Providers

Purpose

To assure physical access to Southwest Family Care Alliance (SFCA) provider offices and facilities by allowing persons with functional limitations caused by impairments of sight, hearing, coordination or perception or persons with semi-ambulatory or ambulatory disabilities to enter, leave, circulate within, and use public toilet facilities and elevators.

Policy

All Service Providers will provide access as described above to SFCA members. Residential providers who are unable to provide full physical access to members because of structural issues will still be responsible for needed sign language or sign language interpreters for their residents. These costs shall be included in the rate paid to provider.

Procedure

Providers are responsible for:

1. Providing literature, posting information and audio-visual materials in language(s) understood by members, and in formats that are understandable to persons with visual or hearing impairments.
2. Providing readers or assistive technology for persons with visual impairments.
3. Providing special assistance for persons with developmental or learning disabilities.
4. Providing services to eligible applicants or participants who are in protective status (i.e., eligible immigrants), informing them that information regarding their immigration status will not be reported to other federal agencies, and will not be used to discriminate against them.
5. Providing culturally trained bilingual and/or bicultural qualified staff and specialized services to maximize use and completion of the program by the protected class.
6. Providing access through Telecommunication Device for the Deaf (TDD) or Wisconsin Relay Service (WRS) for the deaf and hard of hearing participants upon request.
7. Using at least one of the following methods of written translation services:
 - a. Contract with outside translation services to translate the recipient's vital documents
 - b. Partner with community associates for paid or voluntary translation
 - c. Receive translated materials from federal and state agencies
 - d. Other
8. Using at least one of the following methods of oral interpretation:
 - a. Establish procedures for taking incoming calls from limited-English-proficiency (LED) persons
 - b. Hire bilingual staff
 - c. Use a language line for languages not often used in the service area
 - d. Partner with community associations for paid or voluntary translation services

- e. Use a telephone system that allows participants to access the appropriate staff who can assist them in getting information or services needed
9. Using at least one of these methods to communicate vital documents to customers:
 - a. Video
 - b. Web Sites
 - c. Posters
 - d. Voice Mail Messages
 - e. Interactive Voice Response (IVR)
 - f. f. Television
 - g. g. Radio
 - h. h. Community Newspaper

History