



## **MACH Access Points – Auxiliary Aids for Persons with Disabilities**

As a MACH Access Point (MAP), if a physical location, must be accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs. Appropriate auxiliary aids and services necessary to ensure effective communication (e.g. Braille, audio, large type, assistive listening devices, and sign language interpreters) are made available upon request. In addition, MAPs take reasonable steps to offer coordinated entry process materials and participant instructions in multiple languages to meet the needs of minority, ethnic, and groups with Limited English Proficiency (LEP). The following contains resources for MAPs to maintain compliance with the American with Disabilities Act.

### **For Persons with Limited English Proficiency**

- Coordinated Entry System Phase I Assessment is available in multiple languages. Please contact Andy Pope, [apope@uway.org](mailto:apope@uway.org) or 803-733-5108 to request the assessment in a specific language. A copy, in the language of need, will be provided in a timely manner.
- Additional Coordinated Entry System tools can be requested in multiple languages. Visit [www.midlandshomeless.com](http://www.midlandshomeless.com) to make a request.
- MAPs are encouraged to utilize Google Translate (<https://translate.google.com>) for quick translation of internal documents.
- MAPs can access the following language translators (MAP is responsible for the cost of translation/interpreter services)
  - Certified Translation Services – <http://www.certifiedtranslationservices.com/>
  - Core Languages – <https://corelanguages.com/>

### **For Persons who are Blind or Have Low Vision**

- MAPs staff will offer to communicate information contained in written materials concerning Coordinated Entry by reading out loud and explaining these documents to persons who are blind or who have low vision.
- Coordinated Entry System Phase I Assessment can be made available in large print and Braille. Please contact Andy Pope, [apope@uway.org](mailto:apope@uway.org) or 803-733-5108 to request the assessment in a specific format.
- Additional Coordinated Entry System tools can be requested in large print and Braille. Visit [www.midlandshomeless.com](http://www.midlandshomeless.com) to make a request.
- MAPs are encouraged to maintain written materials in large print and Braille concerning programs offered, confidentiality agreements, consent for treatment, etc.

### **For Persons with Speech Impairments**

- MAPs staff should make available writing materials, TDDs, computers, flashcards, alphabet boards, communication boards, and/or other communication aids to ensure effective communication with persons with speech impairments.



- All MAPs can utilize a Telecommunication Relay Service (TRS) for external communication using 711. TRS permits persons with hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

#### **For Persons with Manual Impairments**

- MAPs staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed.
- Should additional assistance be needed, such as note-takers, computer-aided transcription services, speaker phones, or other effective methods that help to ensure effective communication by individuals with manual impairments, please contact Andy Pope, [apope@uway.org](mailto:apope@uway.org) or 803-733-5108

#### **For Persons who are Deaf or Hard of Hearing**

- For persons who utilize sign language as their primary means of communication, MAPs are responsible for providing effective interpretation or arranging for a qualified interpreter when needed.
  - A list of certified interpreters in your area can be found at <http://www.scadservices.org/interpreters> or <https://www.scsdb.org/domain/65>
- All MAPs can utilize a Telecommunication Relay Service (TRS) for external communication using 711. TRS permits persons with hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.