

School-Based Claiming Services Section

Alternative Format Check-In Meeting

April 18, 2023

Agenda

- » Check-In Meeting Logistics
- » Overview of Policy and Procedure Letter 23-004
- » Overview of Policy and Procedure Letter 21-017R
- » Overview of the Guidance document.
- » Overview of Submitted Common Questions

Check-In Meeting Logistics



Check-In Meeting Logistics

» Scheduled Check-In Meetings:

1. Tuesday, April 18, 2023: 9 – 10 a.m.
2. Tuesday, April 25, 2023: 9 – 10 a.m.
3. Tuesday, May 2, 2023: 9 – 10 a.m.

Overview of PPL 23-004



Alternative Format Extension

- » PPL 23-004, Released on February 1, 2023
- » <https://www.dhcs.ca.gov/formsandpubs/Documents/PPL23-004-Alternative-Format-Extension.pdf>
- » Subject: Notification that the Alternative Format Plan is due August 1, 2023, 180 days from the release of this Policy and Procedure Letter (PPL)
- » Background:
 - Americans with Disabilities Act
 - Rehabilitation Act of 1973
 - PPL 21-017R

Policy

- » Local Educational Consortia (LECs), Local Governmental Agencies (LGAs), and Local Educational Agencies (LEAs) must develop a plan to meet these alternative format requirements by August 1, 2023, which is 180 days from the release of this PPL.
- » DHCS reserves the right to request a copy of the plan at any time after August 1, 2023.
- » PPL 21-017R: Ensuring Alternative Format Requirements are Met

Overview of PPL 21-017R



Alternative Format Request Requirement Overview

- » PPL 21-017R, Released on December 10, 2021
- » <https://www.dhcs.ca.gov/formsandpubs/Documents/PPL-21-017R-Alternative-Format-Request-Requirements.pdf>
- » Subject: Alternative Format Request Requirement
- » Overview:
 - Americans with Disabilities Act and Rehabilitation Act of 1973.
 - Rights of persons with disabilities must be protected to ensure meaningful and equal access to public services.
 - Must provide auxiliary aids and services to ensure that all qualified members of the public with disabilities can effectively communicate and participate in public programs, services and/or activities.

Auxiliary Aids and Services

- » All public agencies are required to provide auxiliary aids and services, free of charge.
- » Auxiliary aids and services must also be provided to the beneficiary's authorized representative
- » LEC, LGA, LEA, or subcontractor may demonstrate that another equally effective means of communication is available or that use of the requester's choice would result in a fundamental alteration of the information or an undue burden for the agency.

Alternative Format Requests

- » Alternative formats include, but are not limited to:
 - Braille
 - Large print (20-point Arial Font)
 - Audio format
 - Accessible electronic format (such as a data CD)

Reporting and Ongoing Requirements

- » May only request one alternative format each
- » Alternative Format Selection Application (AFSA)
 - <https://afs.dhcs.ca.gov/>
- » May utilize AFSA to record Alternative Format request or can call 1-833-284-0040.

Reporting and Ongoing Requirements (Continue)

- » All documents must be provided to the beneficiary within two months of the request.
- » Written communication needs to consider both alternative format and written language preference.

Overview of the Guidance Document



Alternative Format Guidance

- » LEA Best Practices Survey
 - Sent out on April 21, 2022
- » <https://www.dhcs.ca.gov/provgovpart/Documents/Alternative-Format-Request-Requirement-Plan-Guidance.pdf>
- » Guidance contains elements that may be considered when developing a plan to meet the Alternative Format Request Requirement.

Template, Purpose, and Background

» Template

- Organization's letterhead template

» Purpose

- Description of the reason for the plan

» Background

- Reference policies that prohibit discrimination and protect the rights of persons with disabilities to ensure meaningful and equal access to public services.

Alternative Formats Available

- » List the types of alternative formats.
- » Identify resources for converting documents into alternative formats.
- » List the turnaround times for each alternative format type.
- » Describe the process for how to provide another equally effective means of communication if a requested alternative format material cannot be provided.

Processing Alternative Format Requests

- » Identify steps to take when a request is received.
- » Clearly identify and include the contact information for the individual or contractor who converts the documents into the chosen alternative format.

Alternative Format Selection Application (AFSA) System

- » Instructions on how an alternative format selection can be reported
 - By the beneficiary, or the parent or authorized representative.
 - By the LEA, LEC, or LGA through information from the data match process.
- » Include information that is needed to report the alternative format selection (First Name, Last Name, Benefits Identification Card (BIC) number, Date of Birth).
- » Describe the process for how to obtain the BIC number.

Alternative Format Communication List

- » Describe the process for how to check for alternative format requests from the data match output file.
- » Describe how to track/store the alternative format selection so that the appropriate alternative format can be subsequently provided for all future communication.

Overview of Common Questions



Overview of Common Questions

1. What does continuously monitoring the effectiveness of the Alternative Format plan look like?
2. Who would provide oversight?
3. What type of documentation would be requested in the event of an audit?
4. Who should convert/translate the documents?

Question 1: What does continuously monitoring the effectiveness of the Alternative Format plan look like?

- » LECs and LEAs will need to determine locally the logistics of keeping the contents of the plans current and accurate.
- » DHCS wants to ensure that plans achieve its goals and that alternative format is provided when necessary.
- » Examples:
 - Annual review, updates as changes occur, when a new staff person is hired, etc.

Question 2: Who would provide oversight?

- » In 2021, DHCS required LECs, LGAs, and LEAs to complete a Provider Participation Agreement Addendum.
- » The addendum requires LECs, LGAs, and LEAs to comply with all regulations and guidelines related to the ADA and requires development and production of alternative format.

Question 3: What type of documentation would be requested in the event of an audit?

- » LEAs, LECs, and LGAs must store and maintain the plan within their audit file for oversight. DHCS reserves the right to request a copy of the plan at any time after August 1, 2023.

Question 4: Who should convert/translate the documents?

- » For the documents owned by a DHCS, the division or program that owns the document is responsible for converting or translating those documents.
- » For documents not owned by a DHCS, the owning agency or organization would be responsible for conversions or translations.

Questions

» Please submit questions to either of the below e-mail addresses:

LEA@dhcs.ca.gov

SMAA@dhcs.ca.gov

**Thank you for
attending today!**

