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## OVERVIEW

The [Michigan Department of Health and Human Services' \(MDHHS\) Equal Opportunity and Diversity Policy](#) establishes that as a human services organization we continuously seek to deliver and maintain quality services to our customers regardless of age, color, disability, height, genetic information, marital status, national origin, partisan consideration, race, religion, sex, sexual orientation or weight as defined by federal and state laws and regulation in our relations with applicants, employees, clients, contractors and vendors.

## AUTHORITY

### Federal

Section 504, Rehabilitation Act of 1973, as amended, 29 U.S.C. § 701

Americans with Disabilities Act of 1990, as amended, PL 101-336

Title IV, XIX, and XX of the Social Security Act

### State

Deaf Persons' Interpreters Act, 1982 PA 204, as amended, MCL 393.501 - 393.509

## SPECIAL ACCOMMODATION REQUIREMENTS

Caseworkers must review this policy item and the linked documents for details on meeting the obligations of providing appropriate services, policies, practices, and procedures, to individuals in need of special accommodations.

### Non- Discrimination in Service Delivery for Persons with Disabilities

MDHHS must provide appropriate services; policies, practices and procedures, which must include making reasonable accommodations. Federal law requires MDHHS to make all programs and services available and fully accessible to persons

with disabilities; see the Non-Discrimination in Service Delivery document for a complete definition of *protected persons*. MDHHS may not use policies or procedures for operating programs that have the effect of excluding or discriminating against persons with disabilities; see [Non-Discrimination in Service Delivery](#).

### **Accommodation for Deaf or Hard of Hearing**

Deaf and hard of hearing applicants and recipients of all MDHHS programs are to be informed that MDHHS will arrange and pay for accommodations needed for effective communication at all interviews, meetings, hearings, or when requested by the client; see [Deaf & Hard of Hearing Applicant Accommodations](#).

### **Bilingual Interpreter Services**

Applicants and recipients of all department programs are to be informed that the department will arrange and pay for the cost of a bilingual interpreter to be present at all interviews or situations where an interpreter is necessary and appropriate; see [Bilingual Interpreter Services](#).

### **Limited English Proficiency**

MDHHS and its agents shall provide at no cost accurate and timely language assistance and effective communication to persons with limited English proficiency. These language services will be provided to current and prospective customers of our services, and other interested persons to ensure them equal access to our services; see [Limited English Proficiency Policy](#).

## **POLICY CONTACT**

Questions about this policy item may be directed to the [Child Welfare Policy Mailbox](#).