Both physical and communication accessibility need to be addressed when considering New Mexicans with disabilities. The following describes general approaches to accessibility and is not intended to be either exhaustive or legally explicit.

1. **Facilities:** All facilities are to be ADA compliant including, entrances, restrooms, business offices, therapy locations and all service delivery sites.

2. **Housing:** The long range planning for housing in NM must include universal design that accommodates individuals with disabilities who have co-occurring mental health and substance abuse disorders.

3. **Information Technology:** All web-based applications and computer interfaces with service recipients must be fully accessible according to ADA guidelines (Bobby approved).

4. **Telecommunications:** All telecommunications systems for intake and throughout the service delivery systems are to have TTY services and/or be accessed through the "711" telecommunication system.

5. **Communications:** Information that is verbally presented or in written form must be linguistically appropriate and culturally sensitive. This includes, but not limited to:
   
   a. Commonly understood language and avoidance of professional jargon
   b. Availability of interpreters (both for sign language and when the primary home language is other than English)
   c. Written materials shall be provided in a variety of formats for consumers and families, to ensure access to information and may include:
      
      i. Reduced reading level
      ii. Large print
      iii. Translation into languages other than English
      iv. Electronic format, including audio tapes and computer disks
   
   d. The SE will make available the services of Peer Specialists, consumers, family members or staff to provide individual assistance to consumers with needs for special assistance related to written or verbal communications.

6. The SE will use the services of a New Mexico-based expert in ADA regulations to provide training and consultation to network providers and SE staff related to compliance with standards and the intent of regulations.