



Reasonable Accommodations for Medi-Cal Peer Support Specialist Examination Policy (Updated 1/23/2023)

In compliance with the Americans with Disabilities Act (ADA), Public Law 101-336, the California Mental Health Services Authority (CalMHSA) provides "reasonable accommodations" for applicants with impairments that may affect their ability to take the required examination for Medi-Cal Peer Support Specialist certification. The Medi-Cal Peer Support Specialist certification examination is compliant with the Web Content Accessibility Guidelines 2.1 AA ("WCAG 2.1"). The Web Content Accessibility Guidelines make Web content more accessible to people with disabilities. It is the candidate's responsibility to submit a request for reasonable accommodations, in accordance with policy, for reasonable accommodations that extend beyond the WCAG 2.1 accessibility. CalMHSA is not required to provide reasonable accommodations if CalMHSA is unaware of the applicant's needs. Any information provided by an applicant will be considered strictly confidential and will not be shared with any outside source without the applicant's express written permission.

Please notify CalMHSA if you require reasonable accommodations to take the Medi-Cal Peer Support Specialist certification examination. The examination is a 120-item, multiple-choice exam administered on a computer in an on-line format. The length of time for the exam is 2.5 hours, with one scheduled break. An applicant may request reasonable accommodations by submitting the "CalMHSA Exam Accommodations Request" form completed by a qualified licensed medical provider. Only requests completed in their entirety and within policy guidelines will be reviewed.

- A. Request must be made using the CalMHSA "[Exam Accommodations Request Form](#)".
- B. Requests will be processed only for individuals with an approved application for examination.
- C. Request form must be submitted to CalMHSA via email or by mail at least 30-days before the desired testing date. The 30-day timeframe starts from the date of the approval of the application for examination.
 1. Email address: PeerCertification@calmhsa.org
 2. Physical address: 1610 Arden Way, Suite 175, Sacramento, CA 95815
- D. The request form must be complete and signed by a qualified licensed medical provider. Please note that some accommodations may require the candidate to contact the test center directly to ensure accommodation is in place.



Reasonable Accommodation for Online-Proctored Exams

1. Accommodations may include, but are not limited to, any of the following:
 - a. Use of screen reader application*
 - b. A beverage is permitted during testing. Beverages must be in a transparent spill-proof sports-like bottle with a sprout.
 - c. A snack is allowed during testing Must be in a clear, plastic baggie.
 - d. Extended testing time (please specify one):
 - i. 30 minutes of additional time, **or**
 - ii. 50% of original time, **or**
 - iii. 100% of original time
 - e. Glucose meter and testing supplies during testing
 - f. Liquid medicine during testing
 - g. A service animal
 - h. A stool or footrest
 - i. Waiver of automation tools
 - j. Other (please specify)**: _____

Reasonable Accommodation for In-Person Testing Locations

2. Accommodations may include, but are not limited to, any of the following:
 - a. Use of screen reader application*
 - b. A beverage is permitted during testing. Beverages must be in a transparent spill-proof sports-like bottle with a sprout.
 - c. A snack is allowed during testing. Must be in a clear, plastic baggie. Exam must be delivered in a separate room.
 - d. Use of ear plugs
 - e. English or Spanish dictionary is permitted in the testing room. Markings in the dictionary are not allowed.
 - f. Frequent or extended breaks are permitted. The exam clock will continue to run.
 - g. Extended testing time (please specify one):
 - i. 30 minutes of additional time, **or**
 - ii. 50% of original time, **or**
 - iii. 100% of original time
 - h. Glucose meter and testing supplies during testing
 - i. Liquid medicine during testing
 - j. A service animal
 - k. Access to medical devices during testing



- l. Nursing Mother accommodation is permitted. Permitted to access locker for necessary medical equipment; may also be approved for additional time/breaks or to leave the testing center.
- m. Adjustable armless chair and/or workstation are permitted. Must be seated at the adjustable workstation. An armless ergonomic chair is permitted in the testing room. The height of the chair can be adjusted to improve access to the screen, keyboard and mouse.
- n. Adjustable contrast and/or font size is permitted. Toggle option within the exam will be available to change the colors of the text and/or background, and to enlarge the screen at any time.
- o. Sign Language interpreter (for communication w/ staff only) is allowed. A sign language interpreter will be present to only facilitate communication with test center staff and to sign test questions. The interpreter may not answer or explain any content-related questions. Exam must be delivered in a separate room.
- p. Sunglasses during testing
- q. Zoom text (screen mag only) is permitted. A software application that allows for magnification greater than 200% and ability to change color of screen/text. Software is activated upon launching the exam.
- r. Access to locker
- s. Other (please specify)**: _____

CalMHSA will review all complete reasonable accommodations requests and will notify the applicant of the status of the request for exam accommodations within 30 days from the date the request was made. Applicants will be notified via email on file on the application for examination.

In the event the applicant disagrees with the decision, the applicant may file an appeal with the reason for disagreement. Please follow the appeals process guidelines located in the ["Guidelines, Standards, and Procedures Manual."](#)

** Details for "use of screen reader application" category: Candidates with a screen reader reasonable accommodation request must receive pre-approval by CalMHSA, prior to scheduling for the exam. The use of JAWS screen reader software is required by Pearson VUE (proctor) for on-line and in-person testing. For on-line testing, candidates are responsible for having the JAWS screen reader software prior to the start of the exam. For in-person test, the JAWS screen reader software is available at no-cost to candidate with pre-approval by CalMHSA. The candidate is responsible for knowing how to use the screen reader software. **CalMHSA is not responsible for the provision of JAWS software or training on how to use the software.** The proctor is NOT*



permitted to guide the candidate through how to use the screen reader software. Candidates must contact the proctoring agency (PearsonVue) to confirm the reasonable accommodation, prior to the exam date.

***Details for “other” category: Specific information must be entered in this section. The information must be legible. CalMHSA shall review the accommodation requested and may contact the candidate directly for further inquiry. Candidates may be required to contact the proctoring agency (PearsonVue) to confirm the reasonable accommodation, prior to the exam date.*

*****Details for “Sign Language Interpreter” category: A sign language interpreter will be present to only facilitate communication with test center staff and to sign test questions. Interpreter may not answer or explain any content-related questions. Exam must be delivered in a separate room. Additional forms are required to be completed prior to scheduling the exam. CalMHSA will provide the forms to Candidates.**

