WCAG 2.0 Accessibility

The new myStrength web experience has been designed with accessibility in mind. We’ve worked to ensure that every page is accessible using a keyboard or alternative-input device, and we’ve made an effort to improve the experience for non-visual users by providing additional instructions and cues when necessary.

myStrength is currently being evaluated and audited by a 3rd party for WCAG 2.0 accessibility compliance. Outcomes of this review can be shared when the process is complete.

Accessibility solutions:

- Semantic HTML and document structure
- Sufficient color contrast ratio on all text and form elements
- ARIA landmarks
- Alt-text for images
- Text alternatives for video media elements including closed captioning and collated text documents
- Supports mouse, touch, and keyboard navigation
- Labels for all form inputs
- Omitting non-essential elements that only provide visual flourish from screen readers

Tools used for validation:

- Tota11y: https://khan.github.io/tota11y/
- aXe accessibility developer tools

Screen reader validation tools:

- JAWS for Windows
- VoiceOver for iOS and macOS
- TalkBack for Android

Reading Level

myStrength ensures a 5th grade reading level for all core program content and interactive activities. Wellness articles and inspirational images/quotes are not supported at a 5th grade reading level but can be excluded if necessary.

myStrength uses the Flesch-Kincaid readability test to indicate how difficult a reading passage is to understand. The measure of readability indicates the number of years of education that a person needs to be able to understand the text easily on the first reading. Lower scores are given when simpler diction and shorter sentences are used. myStrength considers anything
that scores 5.9 or below on the Flesch-Kincaid scale as appropriate for a 5th grade reading level.

Feel free to let me know if you have any additional questions,
I hope you have a great day,
Warmly,

**Julie Knudsen-Dorsey, LPC**
Director Account Services | myStrength, Inc.
jdorsey@mystrength.com
720.810.7480 mobile
1875 Lawrence Street, Suite 550
Denver, CO 80202
Follow us on Twitter @myStrengthbh
CC 4: Technology to Improve Care Coordination

• E-enrollment in case management or wellness programs

QI 8: Self-Management Tools...derived from available evidence, that provide members with information in at least the following wellness and health promotion areas:
  • Healthy weight (BMI) maintenance
  • Smoking cessation
  • Encouraging physical activity
  • Healthy eating
  • Managing stress
  • Avoiding at-risk drinking
  • Identifying psychiatric symptoms through self-assessment.
  • Recovery and resiliency
  • Treatment monitoring

...the organization evaluates its self-management tools for usefulness to members:
  • Language is easy to understand.
  • Member special needs, including vision and hearing

...self-management tools are offered in the following formats for each of the nine required health areas in the scope of review:
  • Digital services.
  • In print or by telephone

QI 9: Complex Case Management

...procedures
  • Facilitation of member referrals to resources and follow-up process to determine whether members act on referrals.
  • Development and communication of member self-management plans