

## Commonly Needed Accommodations for Clients Working with DTA

These are examples only and are not intended to limit what a client may need or request. Each accommodation must be *individualized* and tailored to the client's particular circumstances.

<b>Barrier in dealing with DTA</b>	<b>Possible disability reasons for the difficulty</b>	<b>Possible accommodations</b>
Difficulty understanding notices and forms	<ul style="list-style-type: none"> <li>● Learning or cognitive impairment</li> <li>● Psychiatric issue (eg overwhelmed by anxiety)</li> <li>● Physical issue (eg vision impairment or deaf)</li> </ul>	<ul style="list-style-type: none"> <li>● Client calls DTA to ask DTA to explain a notice or form (specific list of contacts)</li> <li>● DTA calls client to explain notices and forms</li> <li>● Copy of all mail sent to helper</li> </ul>
Difficulty completing forms	<ul style="list-style-type: none"> <li>● Learning or cognitive impairment</li> <li>● Psychiatric issue (eg overwhelmed by anxiety)</li> <li>● Physical issue (eg visual or hearing impairment or physical impairment that affects writing)</li> </ul>	<ul style="list-style-type: none"> <li>● DTA discusses form with client and completes form based on client's answers; client then reviews and signs form. Could occur by phone and mail/fax</li> </ul>
Difficulty getting verifications	<ul style="list-style-type: none"> <li>● Learning or cognitive impairment</li> <li>● Psychiatric issue (eg overwhelmed by anxiety; unable to follow through due to depression)</li> <li>● Physical issue (mobility or visual or hearing impairment)</li> </ul>	<p>DTA assists client in getting verifications; may need client to sign authorization to do so.</p>
Difficulty meeting deadlines	<ul style="list-style-type: none"> <li>● Psychiatric issue</li> <li>● Cognitive issue</li> </ul>	<p>DTA calls client to remind of deadlines</p>
Difficulty coming into the DTA office	<ul style="list-style-type: none"> <li>● Mobility or other physical issue (eg walking, length of time sitting)</li> <li>● Psychiatric issue (eg anxiety, agoraphobia)</li> </ul>	<ul style="list-style-type: none"> <li>● Handle case by phone/fax/email</li> <li>● Priority handling of case to ensure short waiting time in local office</li> <li>● Home visit</li> </ul>
Difficulty getting around generally	<ul style="list-style-type: none"> <li>● Physical issue (eg mobility limitations)</li> <li>● Psychiatric issue (eg anxiety in crowds)</li> <li>● Cognitive issue (unsure how to get to unfamiliar places)</li> </ul>	<ul style="list-style-type: none"> <li>● Handle case by phone/fax/email</li> <li>● Priority handling of case to ensure short waiting time in local office</li> <li>● Home visit</li> <li>● Obtain verifications for client (who must sign releases for some verifications)</li> </ul>

Difficulty communicating by phone	<ul style="list-style-type: none"> <li>● Hearing impairment</li> <li>● Cognitive impairment</li> </ul>	<ul style="list-style-type: none"> <li>● Need for auxiliary aid (eg ASL or CDI interpreters; need for reader)</li> <li>● May need to extend deadlines to enable provision of auxiliary aid</li> <li>● Schedule in-person appointments to review information (without long waits).</li> </ul>
<b>Rule Modification Examples</b>		
Student will not graduate high school by age 19	Student delayed due to learning disability or behavioral health issue (eg repeated a grade or missed school due to trauma or impact of mental health issue)	Extend TAFDC until child reaches age 19, whether scheduled to graduate or not
Asset limit (Most common in EAEDC due to very low asset limit)	Any kind of disability necessitates use of car	Waive asset limit
Other	Any kind of disability	So long as not a “fundamental alteration” can/should be approved

**Notes:**

- DTA cannot require a client to accept any particular accommodation.
- DTA cannot require a client to use a helper or authorized representative.
- Although some examples of accommodations are tasks DTA can and should do regardless of disability (like explaining notices or help completing forms), if a client needs the assistance due to disability, asking for it as an accommodation due to disability confers additional protections and rights.
- Depending on a particular case, it may be appropriate for a worker to implement the accommodation or it may be appropriate for a Client Assistance Coordinator.
- For clients who need auxiliary aids to communicate effectively, federal law requires that the **primary** consideration in selecting an accommodation must be the client’s preference. 28 C.F.R. § 35.160(b)(2).
- The process through which a client requests an accommodation and the state agency decides on the request must be interactive, meaning that DTA is supposed to work out a solution with the client.
- An agency can suggest an alternative accommodation. If a client is otherwise eligible and is considered disabled as defined by the ADA, though, there are limited circumstances and justifications an agency may use to deny a request for accommodation. If this occurs, consult GBLS *Harper* counsel.