

Thinking about Accommodations from DTA for Clients with Disabilities

Questions to ask:

- What is the client's disability?
- What activities are harder for the client as a result of the disability?

Think about the things DTA will ask the client to do. Will the client need help doing any of them?

- Going to the DTA office
- Reading, understanding and completing DTA notices and forms
- Gathering verifications, including verifications from a third party
- Coming to appointments
- Meeting deadlines
- Meeting program requirements, including work or training requirements
 - Note! In the TAFDC context, a disability exemption can protect a client from the work requirement and time limit so that an accommodation may not be necessary.
- Communicating with DTA in person, by telephone or by mail

Are there any program rules that should be modified due to the client's disability?

- Note! The most common scenarios are listed here but other situations may call for a rule modification, too.
- Asset limit: Does the client have a vehicle that places him or her over the asset limit for a DTA benefit? Does the client need the vehicle *due to disability* (e.g., the vehicle is needed to get to medical appointments)?
- TAFDC high school graduation requirement: Is TAFDC going to be reduced or terminated because a child is 18 years old and is not expected to graduate from high school by age 19 *due to disability*?

Examples of Accommodations

Accommodating a specific client can mean that DTA gives extra help or does things differently for the client so the client can meet a requirement or rule, OR that DTA modifies a rule for the client.

→ Note! These are examples of common accommodations. If a client needs a different accommodation due to disability, DTA may be required to provide that accommodation as long as it is reasonable.

Examples of commonly requested accommodations based on giving extra help or doing things differently include:

- Help getting verifications
- Help completing forms
- Affirmative calls to explain notices and what DTA is asking a client to do
- Handling a case without requiring the client to come to the DTA office (this may involve home visits, and/or handling the case through combination of mail, phone, and fax)
- Extending or reminding clients about deadlines, or taking actions to help clients meet deadlines
- Communicating with a client's helper, including sending copies of notices and forms to that person
- Providing an auxiliary aid to ensure effective communication (e.g., provision of ASL interpreter to a client who is deaf or hard-of-hearing)

Examples of commonly requested accommodations based on modifying a rule include:

- Waiving the TAFDC high school graduation requirement if a child won't graduate high school by age 19 due to disability
- Modifying the asset limit if a client needs a vehicle due to disability and the value of that vehicle places the client over program asset limits