

iii. Help understanding information and accessing services.

B. Applicants and clients will receive the following accommodations:

1. Help with completing and understanding forms and processes;
2. DDD notices, correspondence, and PANs will be sent to the applicant, client and the client's NSA representative in the person's primary language and in a manner that can be understood; and
3. Prior to mailing any PAN to a client, call the NSA representative. If no NSA representative is required call the client. Explain the decision, the PAN, and the appeal rights. There must be at least two documented attempts to contact the NSA representative or client in the SERs.

C. Persons Who Are *Allen* and *Marr* Class Members

The following procedures are in addition to A and B above:

1. Prior to sending any *Allen* or *Marr* class member a PAN, DDD will contact the DRW Director of Legal Advocacy or his/her designee by telephone or email to inform him/her of the official department communication being sent to the class member.
 - a. DRW will be the NSA representative if no else is available for class members residing in WSH or ESH, if the issue is DDD eligibility.
 - b. DRW does not agree to be the NSA representative for any clients other than *Allen* and *Marr* class members who are not currently in WSH or ESH and whose eligibility is being reviewed.
2. When DDD sends a PAN to any *Allen* or *Marr* class member residing in a state hospital, the CRM will notify the DDD Mental Health CRM. The DDD Mental Health CRM will do all of the following:
 - a. Notify the appropriate Eastern State Hospital (ESH)/Western State Hospital (WSH) social worker in person or by telephone that the PAN is being mailed in care of an identified hospital staff representative.
 - b. Coordinate with the appropriate ESH/WSH social worker and hospital unit program manager to ensure that the class member's hospital treatment team is aware that the PAN is being sent. Also identify the hospital staff who will receive the PAN on behalf of the class member.

