

# Equal Access to DSHS Services

**If you have a disability, medical or mental condition, or literacy or learning issue, we take extra steps or do things differently to help you get or keep our services. The help we provide is based on your needs.**

We will ask for your help to find the best way we can help you. You do not have to answer questions about Equal Access to get benefits.

You can ask us for extra help at any time.

If you need extra help, we will work with you to put together an Equal Access plan.

We will give you a copy of your Equal Access plan. We can also give a copy to others who help you get our services.

## Here are some of the ways we can give extra help to those who need it:

- ✓ Help fill out DSHS forms
- ✓ Arrange for assistive listening devices, sign language interpreters, or other communication aids
- ✓ Send forms and letters in large print, electronic or other format
- ✓ Read or explain letters or forms we send
- ✓ Help get information we need by the date we need it
- ✓ Send copies of letters to or contact someone who helps you
- ✓ Allow someone you choose to be in charge of your cash, food, and/or medical benefits
- ✓ Give extra time to respond to us or get us information
- ✓ Call instead of having you come to the office
- ✓ Meet with you in a room free of distractions
- ✓ Call you before we deny, stop, or reduce your benefits and, if you disagree with our decision, help you ask for a hearing and/or request continued benefits
- ✓ Remind you of appointments
- ✓ Contact you if you miss an appointment or due date
- ✓ Review decisions to stop or reduce benefits to make sure we followed your Equal Access plan
- ✓ Give you other help you need to get or keep our services

*The rules we follow for Equal Access are in Washington Administrative Code (WAC) 388-472-0010 through -0050 under Necessary Supplemental Accommodation.*