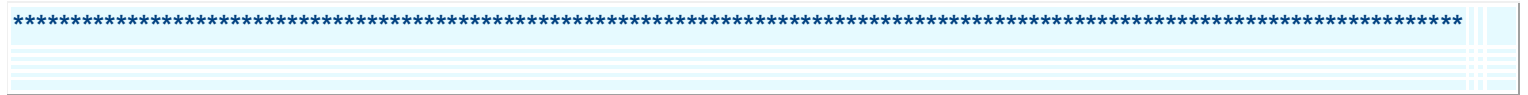


Department of Social and Health Services
Community Services Division
Social Services Manual

Revision: # 158
Category: **Equal Access**
Issued: June 1, 2020
Revision Author: Nicholas Swiatkowski
Division: CSD
Mail Stop: 45440
Phone: 360-725-4638
Email: nicholas.swiatkowski@dshs.wa.gov

Summary

All Equal Access (EA) policy has been consolidated in the EA-Z Manual. Removed content on this page, and provided link to the EA-Z.



Revised on: June 1, 2020

Purpose

Title 2 of the Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in all services, programs, and activities provided by the department.

Chapter 388-472 WAC broadly supports Title 2 of the ADA and outlines the following:

- WAC 388-472-0005 What are my rights and responsibilities?
- WAC 388-472-0010 What are necessary supplemental accommodation (NSA) services?
- WAC 388-472-0020 How does the department decide if I am eligible for NSA services?
- WAC 388-472-0030 How can I get NSA services?
- WAC 388-472-0040 What are the department’s responsibilities in giving NSA services to me?

- WAC 388-472-0050 What if I don't accept or follow through with program requirements because I'm not able to or don't understand them?

Visit the Equal Access page in the EA-Z Manual for clarifying information Created on:

Oct 21 2014

NECESSARY SUPPLEMENTAL ACCOMMODATION SERVICES

Purpose:

To provide staff with basic information to Social Service Specialists about Community Service Office responsibilities in the identification of individuals needing extra help (an accommodation) to access or maintain services resulting from a disability or learning or literacy issue.

WAC 388-472-0010 What are necessary supplemental accommodation services (NSA)?

WAC 388-472-0020 How does the department decide if I am eligible for NSA services?

WAC 388-472-0030 How can I get NSA services?

WAC 388-472-0040 What are the department's responsibilities in giving NSA services to me?

The department is **required** by the Americans with Disabilities Act (ADA) to provide full access to services. These accommodations **must** be provided on an on-going basis to ensure that the client is able to maintain eligibility and fully access program services.

Worker Responsibilities

1. When department staff work with clients identified as needing NSA, it is critical that the plan be readily available and used to ensure the client is able to fully access services and maintain eligibility.

NOTE: Most accommodations are easily provided when the need for accommodation is understood. Other service providers, such as DVR may be able to assist in providing accommodations when the client is eligible for DVR services. In some cases, DVR may have adaptive devices that can be shared, such as access to a TTY for communication with persons with hearing impairments.

2. Continually be alert to cues that might indicate a client is in need of Equal Access (EA) services.
3. Conduct an EA and develop an EA Plan if one has not been done.
4. Provide accommodations whenever appropriate.

EXAMPLE If you know that a particular client needs assistance, it is your ethical and legal responsibility to inform reception staff that the client is identified as EA and what accommodations are necessary, as stipulated in the EA Plan.

Screening

- Upon application, all DSHS applicants and recipients are assessed for their need for accommodations.
- Clients are screened using the ACES On-Line EA Screens to determine the need for accommodations and the plan for delivery of services.
- Most EA screenings and plan development will be done by reception, financial or WorkFirst Program Specialists.
- Social Service Specialists will be called upon for their expertise in screening and plan development when necessary.

Equal Access Accommodation Plan

Some EA Plans such as interpreter services or assistance with applications can be easily met. However, if the Financial Services Specialists or other staff need assistance in developing the EA Plan, it is important that the CSO Social Service Specialist is consulted. The CSO Social Service Specialist has primary responsibility for developing EA Plans when other staff are unable to accomplish this task due to the special needs of the client.

ACES Procedures

Equal Access and Accommodation Resources:

- ACES letters in large print, Braille, other languages, etc. are located on the ACES ADDR screen
- Telecommunications Access Service (TAS)–DSHS
- Office of Deaf and Hard of Hearing
- Disability Resources in Rural Communities
- The Americans with Disabilities Act Title II Technical Assistance Manual

Search IESA Clarification Database