Update 2012-36: Common Place
Reasonable Accommodations

**Background**
The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in employment, transportation, public accommodation, communications, and governmental activities.

**Policy**
Pursuant to Section 504 and Title II of the ADA, the Social Services Agency is committed to providing equal access to its programs, services and benefits for qualified applicants and recipients with disabilities.

Staff are required to assist visually impaired, blind, disabled, hearing impaired and deaf clients in any way possible to afford them equal access to our services which may help them establish eligibility for public benefits.

It is our Agency’s policy to provide reasonable accommodations to any individual who identifies a need and requests accommodation for that need.

**Example:**
An client walks in to the Agency’s lobby with required forms not filled out and states he needs help completing the forms because he is illiterate. The Eligibility Worker (EW) or Employment Counselor (EC) may assist the applicant to complete the forms at the time of the face-to-face interview.

For various reasons, individuals with disabilities may not request special accommodations; however, staff must inquire about the need for such accommodations when the need is obvious or suspected, and if accepted, proceed to do whatever is necessary, reasonable, and possible to provide for that need.
Example:
An 85-year-old woman, visually impaired, walking with the help of a walker, comes in to the office to apply for assistance. Staff should assist this woman so she does not have to wait in line, assist in completing the forms, and provide any other assistance deemed necessary and reasonable to expedite the application process.

Example:
A Medi-Cal recipient with a disability of quadriplegia has his redetermination due this month. Due to his disability, he is unable to complete or sign the forms. His disability and his need for special accommodations is recorded in the case record. If there is no Authorized Representative, the EW may conduct a home visit to ensure this Medi-Cal recipient meets all program requirements.

[Refer to Common Place Handbook “Services to People with Disabilities,” page 36-4]

Designated Areas
District offices must provide designated areas reserved for people with disabilities according to ADA Standards for Accessible Design.

ADA Standards for Accessible Design, Chapter 9 Section 904.4.1-Parallel Approach:

“A portion of the counter surface that is 36 inches long minimum and 36 inches high maximum above the finish floor shall be provided. . .”

Section 904.4.2 Forward Approach

“A portion of the counter surface that is 30 inches long minimum and 36 inches high maximum shall be provided.”

Implementation
This policy is effective immediately.

Documentation
Staff is to document in the case record in CalWIN the need for special accommodations for the disabled and how that need was met, when appropriate.
<table>
<thead>
<tr>
<th><strong>Data Systems</strong></th>
<th>Staff must identify the cases in CalWIN that need special accommodations for the disabled.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Special Indicator</strong></td>
<td>Staff is to place a special indicator, “Disabled Accommodations Needed” in the Collect Special Indicators window in the CalWIN to identify an individual who needs special accommodations.</td>
</tr>
<tr>
<td><strong>Case Comments Type</strong></td>
<td>Staff is to record the need for special accommodations for the disabled and how they were met in the Search Case Comments window, Disabled Accommodations Type.</td>
</tr>
<tr>
<td><strong>Other Programs</strong></td>
<td>This Agency policy applies to all programs.</td>
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</tbody>
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