

Department of Public Health
and Human Services

Section:
APPLICATION PROCESSING

TANF CASH ASSISTANCE

Subject:
ADA Accommodations

Supersedes: New Section

References: ARM 37.78.102

GENERAL RULE-- State, County and WoRC staff will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, blind or low vision or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, financial and insurance benefits forms. All necessary auxiliary aids and services shall be provided without cost to the person being served.

IDENTIFICATION & ASSESSMENT

OPA and WoRC will provide notice of the availability of and procedure for requesting auxiliary aids and services through case management meetings, brochures, handbooks, letters, etc and through notices posted in waiting rooms, lobbies, etc,. When an individual self-identifies as a person with a disability that affects the ability to communicate, to access or manipulate written materials, or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

PROVISION OF AUXILIARY AIDS & SERVICES

OPA/WoRC shall provide the following services or aids to achieve effective communication with persons with disabilities:

1. For Persons Who Are Deaf or Hard of Hearing

For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, OPA/WoRC is responsible for providing effective interpretation or arranging for a qualified interpreter when needed.

In the event that an interpreter is needed, OPA/WoRC staff is responsible for:

- Maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of

availability;

- Contacting the appropriate interpreter on staff to interpret, if one is available and qualified to interpret; or
- Obtaining an outside interpreter if a qualified interpreter on staff is not available.

2. Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing

OPA/WoRC may utilize relay services for external telephone with TTY users. The state relay service number is 1-800-253-4093. For more information on the Montana Telecommunications Access program visit

<http://www.dphhs.mt.gov/programsservices/montanatelecommunicationsaccess.shtml> or call 1-800-833-8503.

If needed WoRC program staff will contact the appropriate service providers to offer the following aids and services in a timely manner:

- Note-takers; computer-aided transcription services; telephone handset amplifiers; written copies of oral announcements; assistive listening devices; assistive listening systems; telephones compatible with hearing aids; closed caption decoders; open and closed captioning; telecommunications devices for deaf persons (TDDs); videotext displays; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing.
- Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and *after* an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered.

3. For Persons Who are Blind or Who Have Low Vision

OPA/WoRC staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining

these forms to persons who are blind or who have low vision.

For additional auxiliary aids and services OPA/WoRC staff may contact the nearest Blind and Low Vision services team:

- **Blind and Low Vision Services – Central Office Staff**
111 N Last Chance Gulch, Suite 4C
PO Box 4210
Helena, MT 59604-4210
1-877-296-1197 (toll-free consumer line)
(406) 444-2590 (voice/TTY); (406) 444-3632 (fax)
- **Billings Blind and Low Vision Services Team**
2121 Rosebud Dr Suite C-1
Billings, MT 59102
1-888-279-7532 (toll-free consumer line)
(406) 248-4801 (voice)
(406) 652-6046 (TTY); (406) 652-1781 (fax)
- **Butte Blind and Low Vision Services Team**
700 Casey Street, Suite B
Butte, MT 59701
1-888-279-7531 (toll-free consumer line)
(406) 496-4925 (voice/TTY); (406) 782-8728 (fax)
- **Great Falls Blind and Low Vision Services Team**
201 1st Street So, Suite 2
Great Falls, MT 59405
1-888-279-7527 (toll-free consumer line)
(406) 454-6060 (voice)
(406) 454-6080 (TTY); (406) 464-6084 (fax)
- **Missoula Blind and Low Vision Services Team**
2675 Palmer, Suite A
Missoula, MT 59801
1-888-279-7528 (toll-free consumer line)
(406) 329-5400 (voice/TTY); (406) 329-5420 (fax)

4. For Persons With Speech Impairments

To ensure effective communication with persons with speech impairments, OPA/WoRC staff will offer the following aids and services or contact a local service provider to do so:

- Writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards; and other

communication aids.

5. For Persons With Manual Impairments

OPA/WoRC staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:

- Note-takers; computer-aided transcription services; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments.

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