

<b>Procedure Title:</b>	Requesting Reasonable Modifications by Client Applicants, Clients and Members of the Public				
<b>Procedure Number:</b>	DHS-010-005-04	<b>Version:</b>	1.0	<b>Effective Date:</b>	02/01/2006

DHS Director or Deputy Director

02/01/2006

Approved By: (Authorized Signer Name)

Date Approved:

## Procedure

Establishes a procedure for receiving and evaluating Reasonable Modifications requests by client applicants, clients and members of the public with disabilities to ensure that there is an equally effective opportunity to participate in or benefit from DHS programs, services and activities in accordance with Title II of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.

Step	Responsible Party	Action
1.	Client applicant, client or member of the public (Requestor)	Makes a verbal or written request for a Reasonable Modification to the applicable DHS program in order to access the services, programs and activities available. Prepares written requests for Reasonable Modification by using <a href="#">DHS 0173, Request for ADA Reasonable Modifications form</a> . Requestor may seek and obtain assistance from DHS staff to complete a written request for a Reasonable Modification.
2.	DHS Employee designated by Local Manager	Receives and evaluates the Reasonable Modification Request. The request for modification may be approved, approved with alternate modifications or denied. Contacts the Requestor to clarify the Request for Modification and as needed, to obtain additional information that may include: <ol style="list-style-type: none"> <li>1. Determining that the Requestor has a disability as defined by the Americans with Disabilities Act.</li> <li>2. Determining that the Requestor has an impairment that substantially limits one or more major life activity.</li> </ol> A physician may substantiate this information or appropriate licensed professional that that has conducted an appropriate evaluation of the Requestor.
3.	DHS Employee designated by Local Manager	<b>Approved Reasonable Modifications:</b> Designated DHS staff will authorize the necessary action to secure the modification that has been approved. The Requestor and appropriate DHS staff will be notified as to the date of the availability or implementation of the

		<p>reasonable modification.</p> <p><b>Approved Reasonable Modifications with alternative modifications:</b></p> <p>Designated DHS staff will notify the Requestor and appropriate DHS staff that alternative reasonable modifications have been approved with a tentative date of availability or implementation.</p> <p>The Requestor will be advised of the right and the procedure to file a discrimination complaint.</p> <p><b>Denied Reasonable Modification Request</b></p> <p>Designated DHS staff will notify the Requestor and appropriate DHS staff of the decision to deny the requested reasonable modifications.</p> <p>The Requestor will be advised of the right and the procedure to file a discrimination complaint.</p> <p>Designated DHS staff will immediately refer the Request for Reasonable Modification and all related paperwork to the Reasonable Modification Review Team.</p>
4.	Reasonable Modification Review Team	<p>Evaluates the denied Reasonable Modification Request and accompanying documentation. May contact the Requestor for additional information.</p> <p>Within 15 days of receiving the Reasonable Modification for Review will notify the Requestor that the decision to provide reasonable modifications has been affirmed or rejected.</p>
5.	Reasonable Modification Review Team	<p><b>Approved Reasonable Modifications:</b></p> <p>Notifies the Requestor and appropriate DHS staff that the requested modification has been approved and of the tentative date of availability or implementation of the modification.</p> <p><b>Approved Reasonable Modifications with alternative modifications:</b></p> <p>Notifies the Requestor and appropriate DHS staff that an alternative reasonable modification has been approved and of the tentative date of availability or implementation of the modification.</p> <p>The Requestor will be advised of their right to file a discrimination complaint.</p> <p>Requested Reasonable Modifications that are denied:</p> <p>Notifies the Requestor and appropriate DHS staff that Requested Modification have been denied and the basis for the denial.</p> <p>The Requestor will be advised of their right to file a discrimination complaint.</p>
6.	Requestor who qualifies as a person with a	<p>May file a Discrimination Complaint with DHS within (60) days or with the appropriate Federal Regulatory Agency</p>

	disability	<p>within 180 days of being notified of the Department's decision to not provide the requested Reasonable Modifications.</p> <p>A Discrimination Complaint can be filed following <a href="#">DHS-010-005-01, Filing a Client Complaint or Report of Discrimination procedure</a>.</p>
7.	DHS Staff	Consults with the ADA Cluster Liaison and ADA Department Coordinator to develop and identify Reasonable Modification resources.
8.	ADA Coordinator	<p>Monitors the provision of Reasonable Modification to ensure that discrimination on the basis of disability does not occur.</p> <p>Provides technical advice to DHS staff and contractor in the preparation, explanation, and dissemination of Reasonable Modifications to clients, client applicants and members of the public.</p> <p>Provides information on the Americans with Disabilities Act and resources on Reasonable Modifications to Requestors.</p>

**Policy that applies:**

DHS-010-005, Non-Discrimination on the Basis of Disability for Programs, Services and Activities

**Form(s) that apply:**

DHS 0170, Client Complaint or Report of Discrimination: (PDF: [English](#), [Spanish](#), [Russian](#))

DHS 0173, Request for ADA Reasonable Modifications ([PDF](#))

**Contact(s):**

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**Keywords:**

(List keywords here that might be used by someone to search for this policy on the internet)