
EFFECTIVE	Upon Receipt
MANUALS INCLUDED IN BULLETIN	AHF - Forms Exhibits AHJ - Equal Opportunity & Bilingual Service AHP - Personnel & Professional Development
SUBJECTS	1. Nondiscrimination in Service Delivery 2. Forms Exhibits 3. Updated Links
1. NONDISCRIMINATION IN SERVICE DELIVERY	AHJ 1313, AHF 866, AHF 4428A, AHF PUB259 DHS clients may not be discriminated against because of their disabilities. Two key principles must be observed in service delivery: <ul style="list-style-type: none">• Individualized treatment requires that individuals with disabilities be treated on a case-by case basis.• Effective and meaningful opportunity means that individuals with disabilities must be afforded meaningful access to all DHS-administered programs to the same extent as individuals who do not have disabilities. This may include making reasonable accommodations, when necessary. New item AHJ 1313, Nondiscrimination in Service Delivery, conveys the policy on this topic. New form DHS-4428-A, Client Reasonable Accommodation Request, and revised form DHS-866, Complaint Under Americans with Disabilities Act (Title II), are now available to DHS staff in MS Word to assist in implementing the policy. New DHS-PUB-259, Americans with Disabilities Act (ADA) -- Knowing Your Rights, explains the department's complaint process. It must be provided to clients who request reasonable accommodations, and is available on the DHS public Web site. <i>Reason:</i> Compliance with federal Americans with Disabilities Amendment Act of 2008.
FORMS EXHIBITS	AHF 866 is updated with a current exhibit. New exhibits are placed in AHF 4428A and AHF PUB259. <i>Reason:</i> New and updated forms and publications.
UPDATED LINKS	Items AHF 104, AHJ 1314, AHP 637-1 and AHP 639-1 are updated for links only.