



# DHS ~ CAF Resource Guide TRACS



Disability/Limitation  
&  
Accommodation Pages



## Table of Contents

<b>Intent.....</b>	<b>4</b>
<b>Purpose .....</b>	<b>4</b>
<b>Contents.....</b>	<b>4</b>
<b>How the Disability/Limitation and Accommodation Pages help:.....</b>	<b>5</b>
<b>Section I. <i>Disability/Limitation Page</i> .....</b>	<b>6</b>
A notebook approach .....	6
<b>The D&amp;L Overview Window .....</b>	<b>8</b>
Display and Features .....	8
<b>Disability or Limitation Detail Window.....</b>	<b>11</b>
Display and Features.....	12
<b>Accommodation Detail Window .....</b>	<b>21</b>
Display and Features .....	22
<b>Accommodation Overview Window.....</b>	<b>29</b>
Display and Features .....	29
<b>Case Plan Development – the PDP .....</b>	<b>34</b>
New PDP Language .....	38
<b>Appendix A – Disability/Limitation Page .....</b>	<b>39</b>
<b>Disability/Limitation (Dis/Lim) Page – Use .....</b>	<b>39</b>
<b>Screening and Assessments/Evaluations .....</b>	<b>39</b>
<b>Pregnancy .....</b>	<b>39</b>
<b>Disability or Limitation and Description .....</b>	<b>40</b>
<b>Addiction (AD).....</b>	<b>41</b>
Alcoholism .....	41
Drug .....	41
Examples for TRACS Dis/Lim Page .....	42
<b>Cognitive (CO) .....</b>	<b>42</b>
Examples for TRACS Dis/Lim Page .....	43
<b>Learning Disability (LD) .....</b>	<b>43</b>

Examples for TRACS Dis/Lim Page .....	44
<b>Mental Health (MH).....</b>	<b>45</b>
Examples for TRACS Dis/Lim Page .....	46
<b>Physical Health (ME) .....</b>	<b>48</b>
Examples for TRACS Dis/Lim Page .....	49
<b>Undetermined (UD) .....</b>	<b>50</b>
<b>Appendix B – DHS TANF Program Contacts .....</b>	<b>51</b>
Operations and Policy Analysts .....	51
<b>DHS – Business Analysts – TRACS.....</b>	<b>51</b>
<b>Appendix C – Helpful Websites .....</b>	<b>52</b>
<b>More Helpful Websites .....</b>	<b>53</b>
Accommodations .....	53
Addiction.....	53
General Knowledge .....	54
Learning Disabilities .....	54
Law, Policy, & Government .....	54
Mental Health.....	55

***Intent***

The “Intent” is to provide DHS TANF/JOBS staff a resource guide that will help them successfully use the TRACS Disability & Limitation Pages.

***Purpose***

The “Purpose” of this resource guide is to provide staff with an easily accessible guide that provides a better understanding of the technical and practical aspects of the TRACS Disability/Limitation and Accommodation Pages.

***Contents***

The resource guide provides you with:

- Pictures and explanations of the TRACS Disability/Limitation and Accommodation Pages
- Examples of the types of information that would be entered on the pages.
- A look at the different applications
- How to input information into the Disability/Limitation and Accommodation Pages, manipulate that information and produce case plans containing appropriate accommodation information.
- Understanding of the need and usefulness of the Disability & Limitation Pages in relationship to:
  - Case Plans
  - Re-engagement
  - Communication
  - Accommodation
  - Case Reviews
  - Etc.

## ***How the Disability/Limitation and Accommodation Pages help:***

### **DHS**

- By further identifying our client population and the needs related to that population
- Ability to provide equal services to all Oregonians regardless of disability
- Providing new data relating to individuals with disabilities or limitations who are applying for or receiving TANF benefits or services

### **DHS – Staff**

- By providing the necessary skills and tools to better serve applicants and recipients of DHS programs
- Providing a centralized location to find disability and limitation, accommodation, and testing information
- Ensuring that accommodations or modifications are provided when needed
- Improving communication with applicants or recipients
- Ability to apply the re-engagement procedures correctly and without discrimination based on disability by accessing the Disability & Limitation Page and Testing Page.

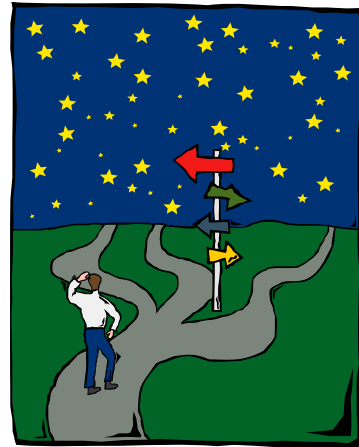
### **DHS – TANF/JOBS Applicants or Recipients**

- By affording equal access to TANF/JOBS benefits and services
- Providing accommodations or modifications when needed
- Eliminating discrimination based on disability
- Providing appropriate services based on individual client needs
- Ensuring that in the event a disqualification is applied, it is applied correctly and without discrimination based on disability.

## Section I. *Disability/Limitation Page*

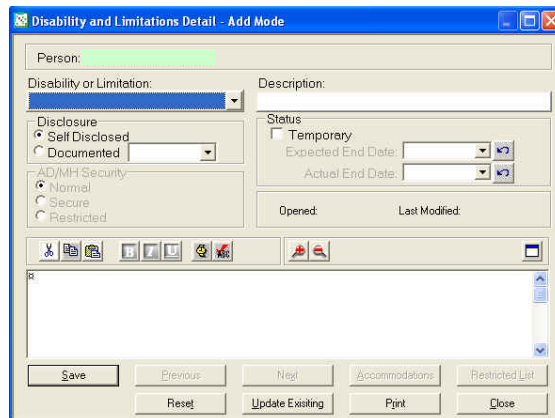
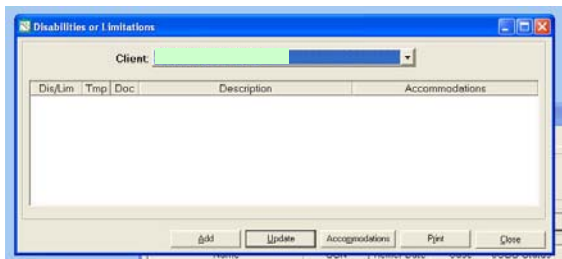
**DHS TANF/JOBS Case Managers are not expected to make disability determinations.**

The idea is to recognize potential issues, screen, make referrals if necessary, and gather documentation. Case managers staff cases with qualified and appropriate professionals to determine if a medical, mental health, cognitive, learning, or A&D condition is present and whether or not the condition requires accommodation or modification.



### A notebook approach

Where the old system was really a single “page,” the new system is more like a notebook with a table of contents (main disability/limitation page and the accommodation page) and chapters (disability/limitation and accommodation records).



**Accommodations**

Client: [Redacted] Dis/Lim: Physical Health - Broken Right Arm

Accommodation Needs	Acc. Description	Status	Date	Duration
Modify Instruction	Unable to write	Accepted		Continuing

Offered / Accepted	Acc. Description	Status	Date	Duration
Modify Instruction	Unable to write	Accepted		Continuing

Offered / Not Accepted	Acc. Description	Status	Date	Duration
------------------------	------------------	--------	------	----------

Not Offered	Acc. Description	Status	Date	Duration
-------------	------------------	--------	------	----------

☐ Show Replaced Accommodations  
☐ Show Closed Disabilities/Limitations

[Add] [Update] [Save] [Print] [Reset] [Close]

**Accommodation Detail - Add Mode**

Person: [Redacted]  
 Disability/Limitation: Physical Health - Broken Right Arm

Accommodation: [Dropdown] Description: [Text Box]

Status:  
☐ Offered  
☐ Accepted  
☐ Refused  
☐ Not Offered

Duration:  
☒ Continuing  
☐ Instance

Date Fulfilled: [Date Picker]

Opened: [Text Box] Last Modified: [Text Box]

[Save] [Previous] [Next] [Print] [Reset] [Update Existing] [Close]

**Accommodations To Print**

Person: [Redacted]

Offered / Accepted: Last Printed: No accommodations recorded

Type	Print	Description	Print Status
Modify Instruction	<input checked="" type="checkbox"/>	Unable to write	Newly added

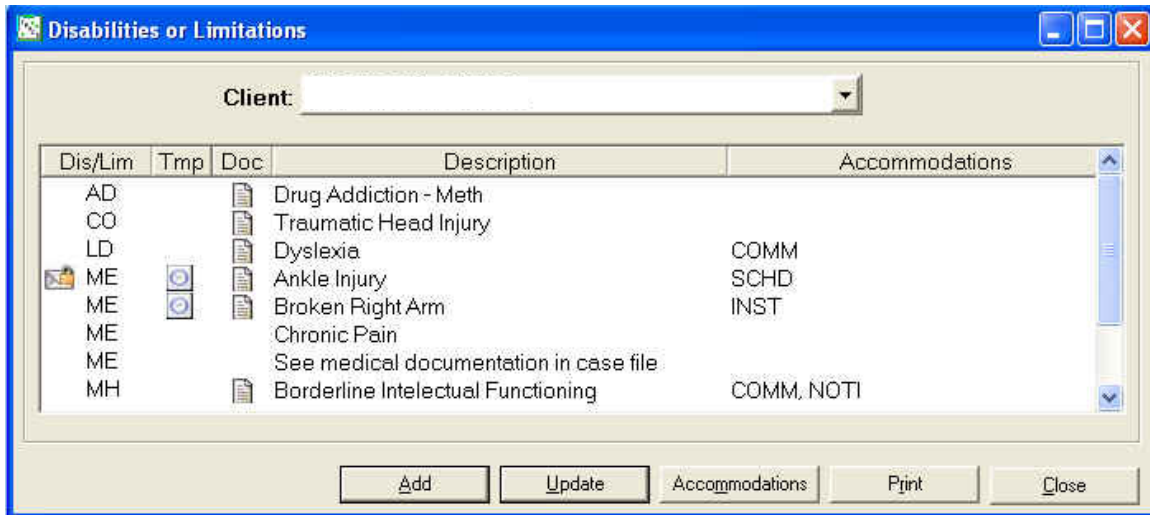
  

Offered / Not Accepted	Type	Print	Description	Print Status
------------------------	------	-------	-------------	--------------

Select those accommodations you wish to have printed on the FDP. To Select or Deselect a group of accommodation click on the title in the Left Column

[Deselect All] [Continue] [Cancel]

## ***The D&L Overview Window***



The Disability and Limitation main page displays all disability or limitations that have been recorded.

## **Display and Features**

### **Client drop down window**

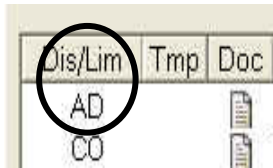


This window allows you to select any person who is part of the case. However, this will not include individuals noted as AF, FA, MO, RE, etc.

You may have a situation where the child of your client has a disability or limitation that requires an accommodation or modification to the client's case plan. We would want to record that information under the child. You may also have a two-parent household where one or both of the parents have disability or limitation issues.



## Dis/Lim – Disability or Limitation





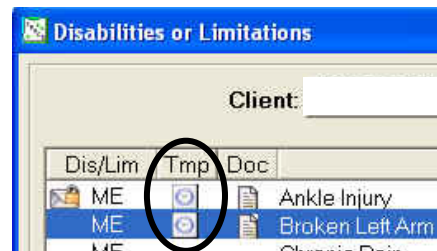
The Dis/Lim displays the two-digit code for the type of disability or limitation.

- **AD** – Addiction
- **CO** – Cognitive
- **LD** – Learning Disability
- **ME** – Physical
- **MH** – Mental Health

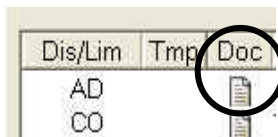
**Examples on page 14**


## Tmp - Temporary

Tmp stands for “Temporary” and will display using an icon that resembles a clock.  If the disability or limitation is temporary the clock will be displayed. If the clock is “Red”  then the temporary disability or limitation is within 7 days or has past the expected end date.



## Doc - Documented



Doc stands for “Documented” and will show an icon that resembles a piece of  paper if the disability or limitation has been documented. Documentation could include a psychological evaluation, learning disability assessment, OMAP 729 series, letter from the primary care physician, etc. DHS accepts documentation from Qualified and Appropriate Professionals.

## Description

Dis/Lim	Tmp	Doc	Description	Accommodations
AD			Drug Addiction - Meth	
CO			Traumatic Head Injury	

The Description displays a short description (40 Characters or less in length) of the disability or limitation. NOTE – For AD and MH: Only those with Secure Narrative Access will see the description. Others will see a displayed message stating they do not have authority to view this information.


## Accommodations

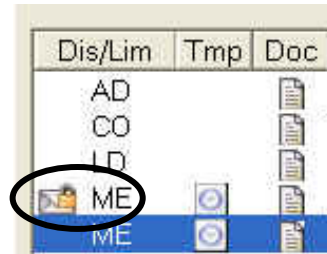
Dis/Lim	Tmp	Doc	Description	Accommodations
AD			Drug Addiction - Meth	
CO			Traumatic Head Injury	
LD			Dyslexia	

Accommodation displays a four-digit code referencing the category of accommodation.

Abbreviation	Description
ASTT	Assistive Technology
COMM	Modification of Communication
ENVI	Modification of Environment
INST	Modification of Instruction
JOBS	Modification to JOBS Activities
NOTI	Adapting Notification Procedures
ORGT	Organization/Time Management
OTHR	Other
SCHD	Modification to Schedule
SPJB	Specialized Job Training
TEST	Modification of Testing (GED)
TMLT	Modification of Time Limit (GED)
UDET	Undetermined

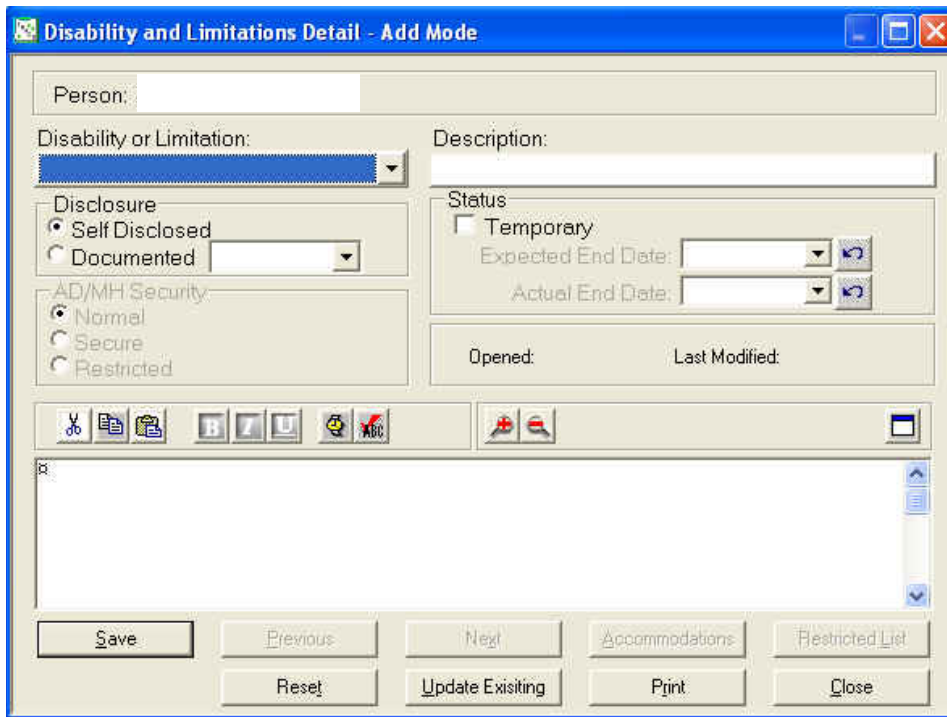
## The “Locked Envelope”

This Icon  is displayed next to a disability or limitation that was temporary and now has been closed.



**Double clicking – WOW!!!** When you double click a particular disability or limitation it brings up the Disability and Limitation Detail Window.

## Disability or Limitation Detail Window



**Disability and Limitations Detail - Add Mode**

Person:

Disability or Limitation:  Description:

Disclosure  
☒ Self Disclosed  
☐ Documented

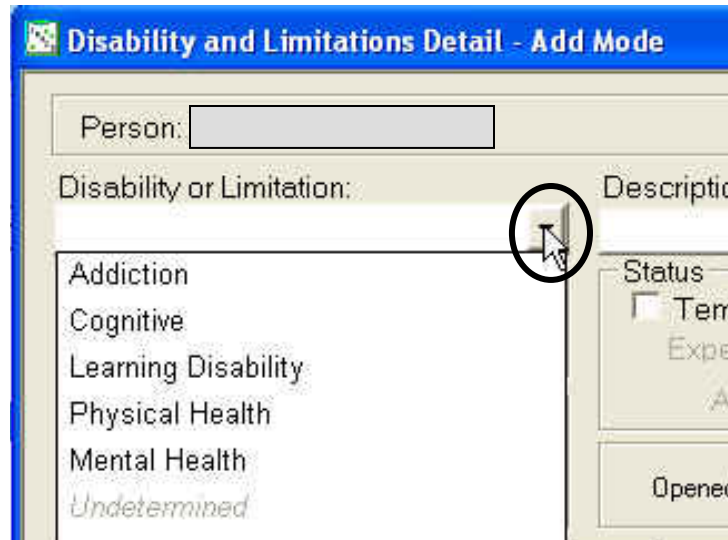
AD/MH Security:  
☒ Normal  
☐ Secure  
☐ Restricted

Status  
☐ Temporary  
Expected End Date:    
Actual End Date:

Opened:  Last Modified:

## Display and Features

### Disability or Limitation drop down window



This allows you to select from five (5) different categories of disabilities or limitations. Those categories include:

1. **Addiction** - Addiction is an uncontrollable compulsion to repeat a behavior regardless of its consequences.  
Compulsive behavior with short term benefits and long term destruction.
2. **Cognitive** – High level functions carried out by the human brain, including comprehension and use of speech, visual perception and construction, calculation ability, attention (information processing), memory, and executive functions such as planning, problem-solving, and self-monitoring.  
The ability of the brain to think, process, store information, and solve problems.

3. **Learning Disability** - According to the National Institute of Mental Health (<http://www.nimh.nih.gov>), an LD is a disorder that affects people's ability to either interpret what they see and hear or to link information from different parts of the brain. These limitations can show up in many ways--as specific difficulties with spoken and written language, coordination, self-control, or attention. Such difficulties may extend to school and work and can impede learning to read or write, or to do math.
4. **Mental Health** – According to the text, DSM-IV Made Easy, a mental disorder is a clinically important collection of symptoms (these can be behavioral or psychological) that causes an individual distress, disability, or the increased risk of suffering pain, disability, death, or the loss of freedom.
5. **Physical Health** – The Americans with Disabilities Act of 1990 (ADA) defines physical impairment as: Any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems: neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, hemic and lymphatic, skin, and endocrine.
6. **Undetermined** – The “Undetermined” category is not available for selection. This category is being used to transfer information from the “Old” page to the revised edition. When you find an “Undetermined” type, you will need to identify the issue or issues. Once identified, you will use the “Update” function and input the correct information.

**Examples of Disability or Limitation categories and descriptions:**

**1) Addiction**

- a) Alcohol Abuse
- b) Alcohol Addiction
- c) Drug Abuse
- d) Drug Addiction

**2) Cognitive**

- a) Traumatic head injury
- b) Brain tumor
- c) Loss of brain function due to past drug use
- d) Alzheimer's
- e) Intellectual Disability – formerly known as Mental Retardation
- f) Borderline Intelligence Functioning (BIF)

**3) Learning Disabilities**

- a) Reading or Writing (Dyslexia)
- b) Speak disorder (Dyspraxia)
- c) Math disorder (Discalcula)
- d) Visual or Auditory Perceptual Deficits

**4) Mental Health**

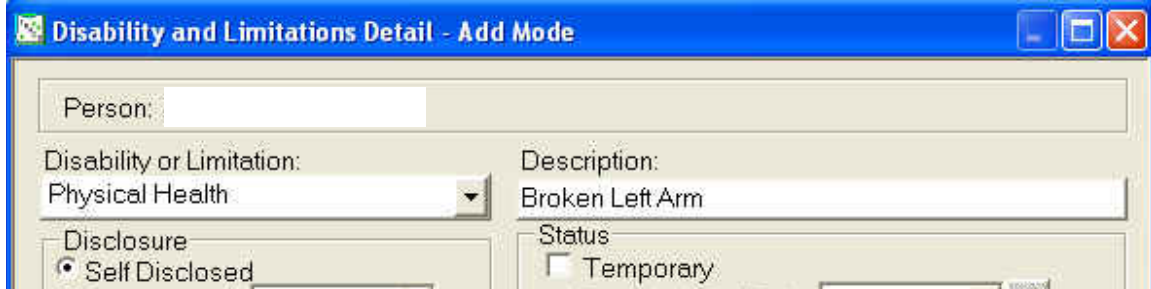
- a) Major Depression
- b) Post Traumatic Stress Disorder
- c) Anxiety
- d) Bi-Polar Disorder
- e) Schizophrenia
- f) Attention Deficit Disorder (ADD) & Attention Deficit Hyperactivity Disorder (ADHD)

**5) Physical Health**

- a) Broken limb, sprain or dislocation
- b) Loss of vision or hearing
- c) Burns
- d) Diabetes
- e) High blood pressure

***For detailed information regarding disability categories and descriptions please refer to Appendix A.***

## Description



This section gives you a free text area to enter a short description (maximum of 40 Characters) of the disability or limitation. For Example: Broken Left Arm. The description is controlled by a security system. When “Addiction” or “Mental Health” disability or limitation category is chosen, you have the ability to “Secure” or “Restrict” the description and the notes section. Only individuals with Secure Narrative Access will be able to see the description or notes section if you set the security to “Secure” or “Restrict.”

***NOTE: HIV/AIDS should NOT be used in the description. In these cases type in the description: “Refer to Documentation in Medical File”***

## Disclosure



The Disability and Limitation Page allows you to indicate whether or not the disability or limitation was “Self Disclosed” or “Documented.”

Self-Disclosure could come from the client verbally or in writing stating they have a disability or limitation. Documented refers to receiving medical information from a qualified and appropriate professional. Next to the “Documented” selection you will need to enter a date when the documentation was received. Documentation may also provide self-disclosed information. For instance, a client tells a MH provider they are suffering from migraines and this is reported on the psychological evaluation. The migraines would be indicated as self-disclosed.

## Status

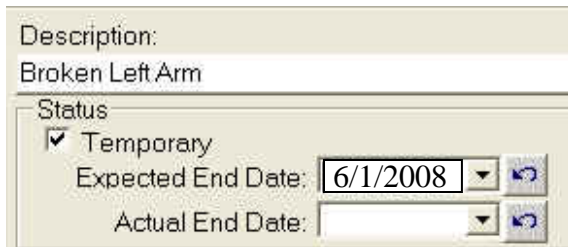


Description:  
Broken Left Arm

Status  
☐ Temporary  
Expected End Date:     
Actual End Date:

The “Status” area allows you to select whether or not the disability or limitation is “Temporary.” In the display below you can see that “Temporary” has been selected. Once selected, an “Expected End Date” will be needed.

In the example we use “Broken Left Arm.” This is a “Temporary” issue that will be resolved through healing and physical therapy. The physical therapy is expected to end on 6/1/2008 at which time the Broken Left Arm may no longer be needed as a disability or limitation. However, you will need to enter an “Actual End Date” to close this disability or limitation.



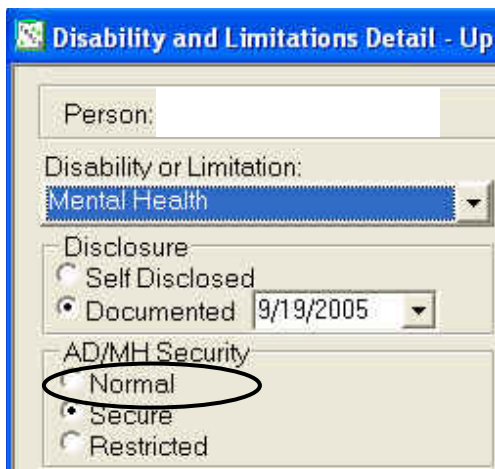
Description:  
Broken Left Arm

Status  
☒ Temporary  
Expected End Date: 6/1/2008    
Actual End Date:

**Remember** “Expected End Date” is not written in stone. That is why we included an “Actual End Date.” Life is not always predictable and there are many times we need to make adjustments.

The “Status” area may also be used when you are providing time for a client to bring in documentation regarding a self-disclosed disability or limitation. For example: The client discloses a disability or limitation and you select Temporary and set the Expected End Date for (x) number of weeks out, thus giving the client time to bring in the documentation. This also gives you a reminder when the clock changes to “RED” that you still need documentation if not yet received. Once the documentation is received all you have to do is open the disability or limitation detail in the “Update Mode” and make the appropriate change. This could be removing the check mark (Permanent disability or limitation) in the “Temporary” box, or adjusting the date because this is in fact a temporary disability or limitation.



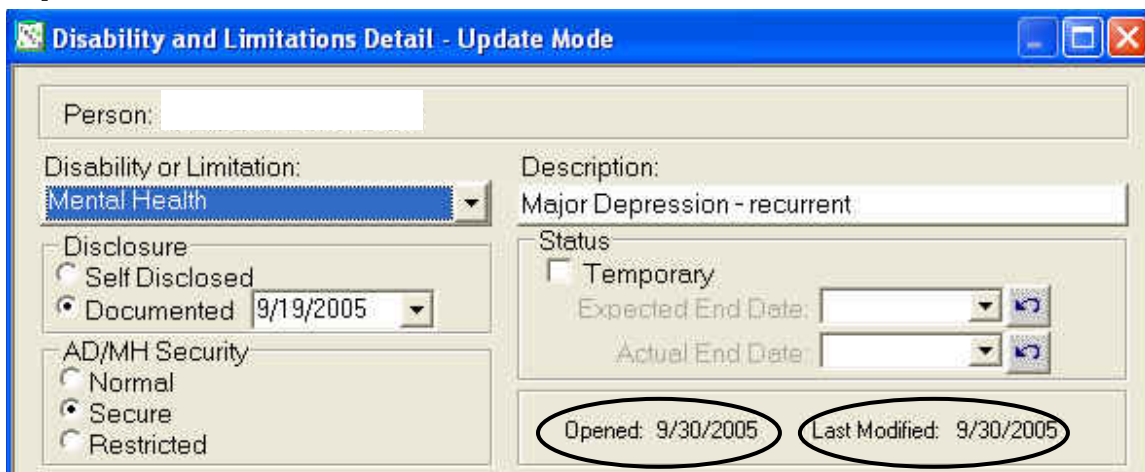


## AD/MH Security

The AD/MH Security feature allows you to “Secure” or “Restrict” the contents based on the client’s discretion. The “Secure” selection will be most often used.

If a selection is not made prior to attempting to save, a Pop-Up window will appear asking if the information needs to be “Secured” or “Restricted.”

## Opened and Last Modified



The “Opened” displays when the disability or limitation was first opened. “Last Modified” displays when the disability or limitation was last modified. As you can see in the example the disability or limitation “Mental Health – Major Depression – recurrent” was opened on 9/30/2005 and last modified on 9/30/2005.

You can also right click in the box next to “Opened” and “Last Modified.” This will provide a drop down with several selections. One selection is “Display Worker.” This will give you the ability to see who (by name and RACF) opened and/or last modified the record.

## The Notes Section

Disability and Limitations Detail - Update Mode

Person: [ ]

Disability or Limitation: Mental Health [v]

Description: Bipolar Disorder [ ]

Disclosure

☒ Self Disclosed

☐ Documented [v]

AD/MH Security

☐ Normal

☒ Secure

☐ Restricted

Status

☐ Temporary

Expected End Date: [ ] [v] [ ]

Actual End Date: [ ] [v] [ ]

Opened: 1/24/2008 Last Modified: 1/24/2008

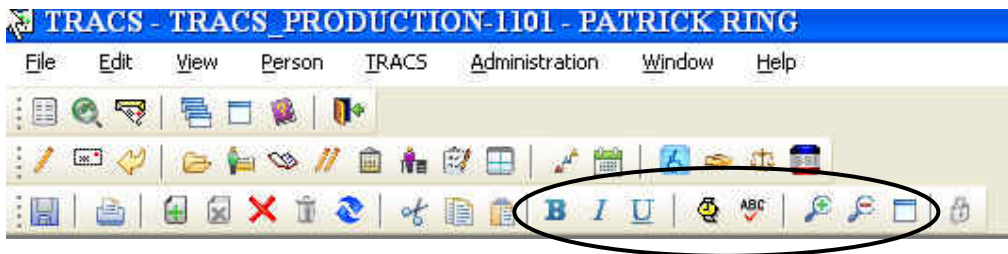
Per o/v 1/24/08, recently diagnosed, seeing therapist at CFD and med management through Options.

Save Previous Next Accommodations Restricted List




Reset Add New Print Close

The “Notes Section” area allows you to enter notes related to the disability or limitation. In the example above, the notes are for a Mental Health disability or limitation. Like the description, only individuals with Secure Narrative Access will be able to see the notes.

This is the area where all notes regarding the disability or limitation should be recorded. If you were looking for information regarding a disability or limitation, this would be the place to find that information.



There are several features associated with the “Notes Section.” They include:

- Date and Time Stamp: By clicking on the “Wrist Watch”  you can add a date and time stamp.
- Bold, Italic, and Underline text
- Spell check “check” function 
- Enlarge and reduce the Font size by using the magnification  buttons

## The Buttons

Person:

Disability or Limitation:

Description:

**Disclosure**

☒ Self Disclosed

☐ Documented

**AD/MH Security**

☐ Normal

☒ Secure

☐ Restricted

**Status**

☐ Temporary

Expected End Date:

Actual End Date:

Opened: 1/24/2008 Last Modified: 1/24/2008

Per o/v 1/24/08, recently diagnosed, seeing therapist at CFD and med management through Options.

- **Save:** The save buttons allows you to save a new disability or limitation or changes made to an existing disability or limitation. When you click save on a new disability or limitation a Pop-Up will appear.

Click “Yes”  
and you will  
be  
transported  
to the



“Accommodation Detail” window.

- **Previous and Next:** These buttons allows you to go to the previous or next disability or limitation detail if there are multiple disabilities or limitations recorded.
- **Accommodations:** This button brings up the “Accommodation Overview” window.
- **Reset:** If a new record or a record you are updating has not been saved this button allows the window to be “Reset” and the correct information added. This will clear information that you have just entered.
- **Add New:** This button allows you to add a new disability or limitation.
- **Print:** Allows you to print the Disability and Limitation Detail.
- **Close:** Closes the Disability and Limitation Detail window.

## ***Accommodation Detail Window***

**Accommodation Detail - Update Mode**

Person: [Redacted]  
Disability/Limitation: Mental Health - Bipolar Disorder

Accommodation: Modify JOBS Activities  
Description: Short term plan for MT and ME with CH

Status:  
☐ Offered  
☒ Accepted  
☐ Refused  
☐ Not Offered

Duration:  
☒ Continuing  
☐ Instance

Date Fulfilled: [Date Picker]  
Opened: 1/24/2008 Last Modified: 1/24/2008

Plan today for ME 1, MT 1 and CH 10, see narrative # 175

Save Previous Next Print Reset Add New Close

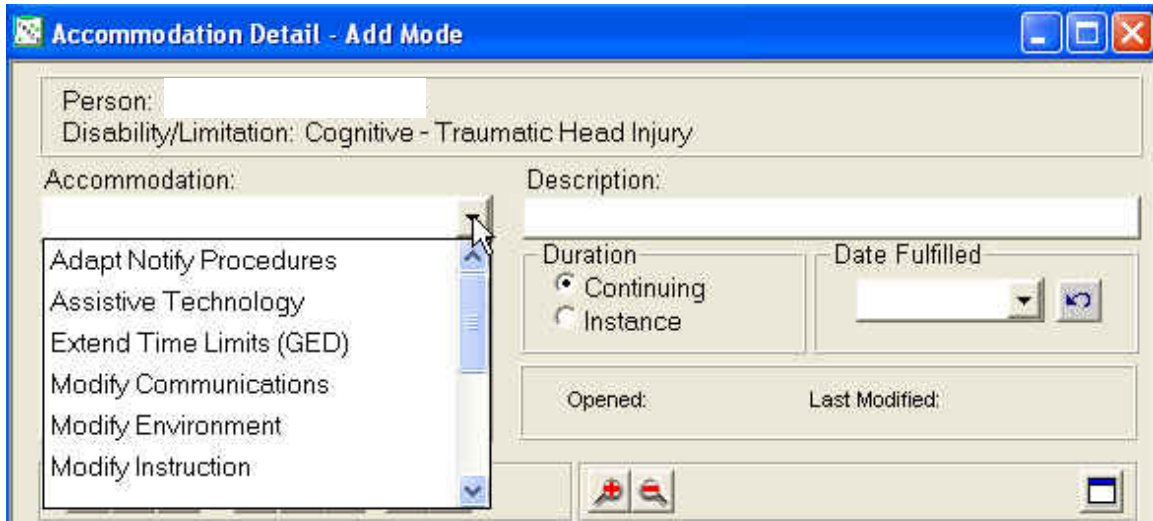
### **“How did I get here?”**

You get to the Accommodation Detail window in several ways.

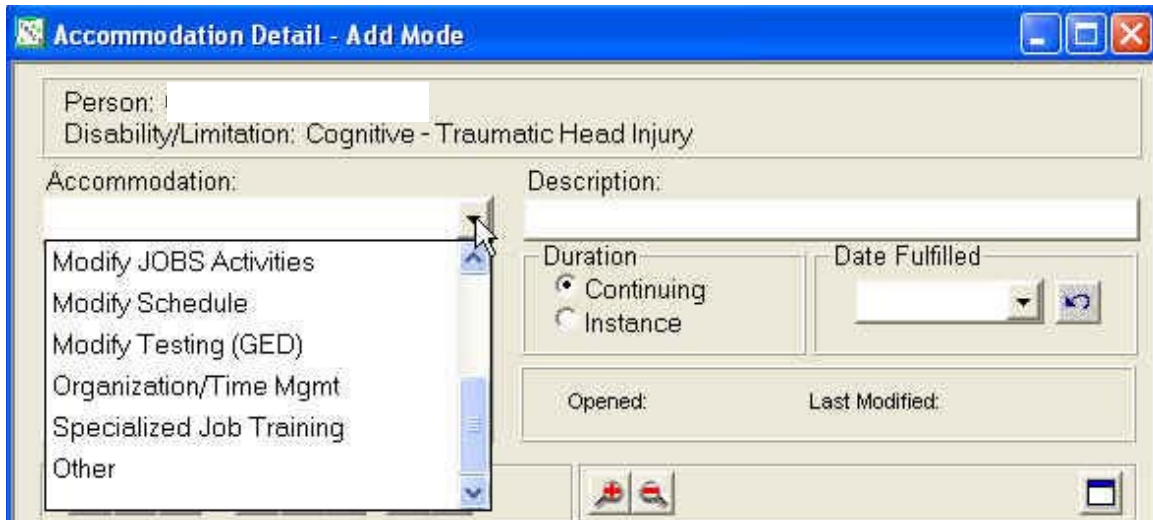
1. After you enter a new disability or limitation a Pop-Up window asks if you would like to add accommodations at this time. If you select “Yes” the Accommodation Detail window will appear.
2. From the Disability and Limitation Overview window you can select the “Accommodation” button at the bottom and this will bring up the “Accommodation Overview” window. From that window you select the “Add” button and this brings up the “Accommodation Detail” window. NOTE: If there are multiple disabilities/limitations you would need to select the one you want to add an accommodation to by selecting it from the drop down window at the top right. We will explore this method shortly.

## Display and Features

### Accommodation Type (Category)



The screenshot shows the 'Accommodation Detail - Add Mode' window. The 'Person' field is empty, and the 'Disability/Limitation' field is set to 'Cognitive - Traumatic Head Injury'. The 'Accommodation' list on the left includes: Adapt Notify Procedures, Assistive Technology, Extend Time Limits (GED), Modify Communications, Modify Environment, and Modify Instruction. The 'Description' field is empty. The 'Duration' section has 'Continuing' selected. The 'Date Fulfilled' field is empty. The 'Opened' and 'Last Modified' fields are empty. The window has standard Windows XP-style controls.



The screenshot shows the 'Accommodation Detail - Add Mode' window. The 'Person' field is empty, and the 'Disability/Limitation' field is set to 'Cognitive - Traumatic Head Injury'. The 'Accommodation' list on the left includes: Modify JOBS Activities, Modify Schedule, Modify Testing (GED), Organization/Time Mgmt, Specialized Job Training, and Other. The 'Description' field is empty. The 'Duration' section has 'Continuing' selected. The 'Date Fulfilled' field is empty. The 'Opened' and 'Last Modified' fields are empty. The window has standard Windows XP-style controls.



There are a total of twelve (12) Accommodation Categories. These are broad categories intended to capture all types of accommodations.

- 1. Adapt Notify Procedures:** This selection would include providing notice (NOTM) type information in an “Alternate Format” such as:
  - a. Audio tape or computer disc
  - b. Braille
  - c. Large font, etc.
- 2. Assistive Technology:** Assistive technology includes things that a person can touch, hold, wear, etc. Assistive technology includes such items as:
  - a. Calculator
  - b. Tape recorder
  - c. One-handed keyboard,
  - d. Day planner,
  - e. Talking watch,
  - f. White noise machine, etc.
- 3. Extend Time Limits (GED):** This type pertains to the GED testing only. There are specific accommodations relating to GED. In this case we would “Extend” the time limit allowed to complete a test. You may see this written as: “provide double time of the GED examinations.”
- 4. Modify Communications:** We are finding that many individuals need to have alternate means of communication. This may include:
  - a. Reading all written material to the client
  - b. Use of a sign language interpreter
  - c. Allowing the client to communicate orally or in writing, etc.
- 5. Modify Environment:** Changing the work or learning environment may be a required accommodation. This includes such things as:
  - a. Turning off florescent lighting
  - b. A quiet work area,
  - c. Allowing the use of a white noise machine
  - d. Smaller class size
  - e. Rearranging work area, etc.

- 6. Modify Instruction:** Individuals with various disabilities or limitations need accommodations to the way training material and instruction are presented. Examples of modifications to instruction c include:
  - a. Allowing for extra time for assignments
  - b. One-on-one contact,
  - c. Job coach or tutor, etc.
- 7. Modify JOBS Activities:** Often times we receive requests from health providers that requests changes to activities. Modifying activities may include:
  - a. Reduced number of employer contacts per week
  - b. More breaks during class time,
  - c. Ability to sit, stand, etc.
  - d. No work search for (X) number of weeks, etc.
- 8. Modify Schedule:** Maybe the activity is fine but the schedule needs to be adjusted. Some examples include:
  - a. Changing the number of hours in a particular activity
  - b. Changing the types of activities or the configuration,
  - c. Beginning later or ending earlier, etc.
- 9. Modify Testing (GED):** This category also pertains to the GED testing. It would include such things as oral presentation, video testing, etc.
- 10. Organization/Time Management:** This category could include:
  - a. One-on-one assistance in organizing tasks or activities
  - b. Using tools to keep on task
  - c. Helping to manage time during activities and while doing outside work, etc.
- 11. Specialized Job Training:** Some of the assistive technology accommodations may require training. It is unlikely that DHS staff will be able to provide this training. Examples may include:
  - a. Connection to Oregon Vocational Rehabilitation Services to receive training in the use of an assistive technology device
  - b. Training to relearn job functions taking into account a new disability or limitation, etc.



- 12. Other:** If you are unsure of the category a particular accommodation fits, you can always choose “Other.” Don’t worry you will not break the system by not selecting the most correct category. And, no matter what category you select, you will be able to put the accommodation on the PDP.

**Accommodation Resources:** The following link will take you to the Job Accommodation Network website. This site provides users with a wealth of information regarding disabilities or limitations and accommodations. You can also communicate with the website to acquire assistance in finding appropriate accommodations. Here is the link: <http://janweb.icdi.wvu.edu/>

## Description

Once you have chosen a “Category” you can enter a description of the accommodations. This field is limited in space so you will want to keep it brief and to the point. If you need additional space to explain the accommodation you can use the “Notes” section. The description should be regarding the accommodation. Do not enter information about the disability or limitation. Only enter the accommodation description.

The screenshot shows a software window titled "Accommodation Detail - Add Mode". It contains several input fields and a list of options. The "Person" field is empty. The "Disability/Limitation" field contains the text "Cognitive - Traumatic Head Injury". The "Accommodation" field is set to "Modify Communications". The "Description" field is circled in black and contains the text "Present written material orally". The "Status" section has four radio button options: "Offered", "Accepted", "Refused", and "Not Offered". The "Duration" section has two radio button options: "Continuing" (which is selected) and "Instance". The "Date Fulfilled" field is empty. At the bottom, there are fields for "Opened" and "Last Modified", both of which are empty.

In this example we have selected Modify Communications as the “Accommodation Category” and the Description is – “Present written material orally.” It is important to keep the description clear and relating only to the accommodation. What you type here, could end up on the PDP.

## Status

Accommodation Detail - Add Mode

Person: [Redacted]  
Disability/Limitation: Cognitive - Traumatic Head Injury

Accommodation: Modify Communications  
Description: Present written material orally

Status:  
☒ Offered  
☐ Accepted  
☐ Refused  
☐ Not Offered

Duration: ☒ Continuing  
☐ Instance

Date Fulfilled: [Date Picker]

Opened: [Field] Last Modified: [Field]

The “Status” tells us whether or not the accommodation was offered and then accepted or refused or not offered. In this example we have chosen “Offered.” Because of the nature of this accommodation, it would need to be offered every time we are providing written material to the client.

Examples of each category under status:

1. Offered – We have offered the client an accommodation, however we do not know if it has been accepted. For instance, we offer a tape player and the client states they have one at home and will let us know if they need it.
2. Accepted – This category assumes that the accommodation has been “Offered.” In the example above the client has accepted this accommodation of “Present written material orally.” In the case of a calculator, day planner, tape recorder, etc, we would only mark accepted when the assistive technology was given to the client.
3. Refused – The client has verbally or in writing declined the offer of an accommodation.
4. Not Offered – At this time an accommodation is not needed due to the current JOBS Activities. For instance the client needs extra time on the GED however GED is not part of their current plan. We may not offer this accommodation at this point in time. Although, if their case-plan was modified to include the GED examination we would want to “Offer” that accommodation.

## Duration

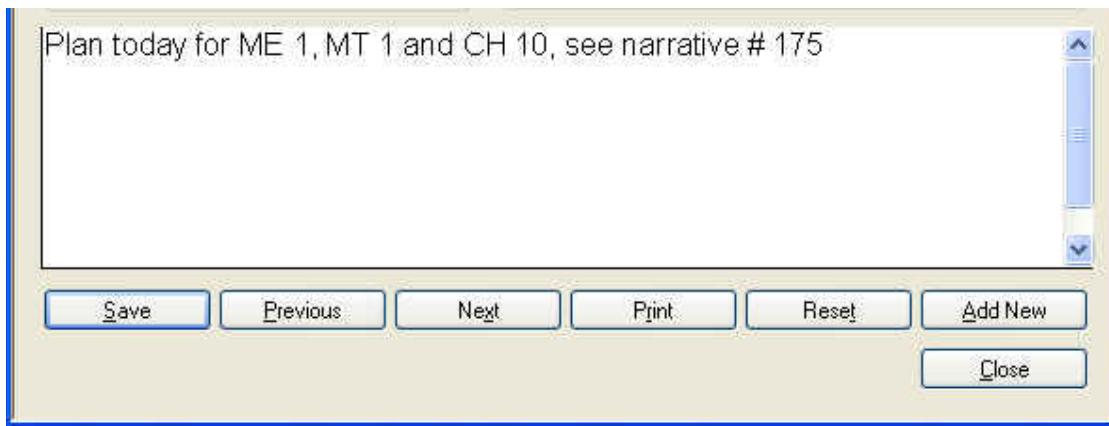
In the example above, you can see that the “Duration” section gives you the ability to select “Continuing” or “Instance.” In this example the client will need all written material presented orally. This accommodation is provided on all occasions, therefore it would be “Continuing.”

The screenshot shows a software window titled "Accommodation Detail - Add Mode". It contains the following fields and options:

- Person:** [Redacted]
- Disability/Limitation:** Cognitive - Traumatic Head Injury
- Accommodation:** Assistive Technology (dropdown menu)
- Description:** Day Planner
- Status:** Radio buttons for Offered, Accepted (selected), Refused, Not Offered.
- Duration:** Radio buttons for Continuing and Instance (selected).
- Date Fulfilled:** 10/3/2005 (calendar icon)
- Opened:** [Empty field]
- Last Modified:** [Empty field]

The example above is a little different. Here the “Accommodation Category” is “Assistive Technology” and the “Description” is “Day Planner.” We provided the day planner to the client and they accepted. Under “Status” we would choose “Accepted” and in the “Duration” we would select “Instance” and enter the date it was fulfilled. In this case the “Date Fulfilled” is “10/3/2005”.

## Note Section and The Buttons



The screenshot shows a software window titled "Note Section and The Buttons". It features a large text area at the top containing the text "Plan today for ME 1, MT 1 and CH 10, see narrative # 175". Below the text area is a horizontal row of six buttons: "Save", "Previous", "Next", "Print", "Reset", and "Add New". A "Close" button is positioned below the "Add New" button. The window has a standard Windows-style border with a title bar and a scroll bar on the right side of the text area.

The “Note” section is used for information – notes regarding the accommodation. You will want to make sure that any notes entered would be limited to discussion of the accommodation. You will not want to discuss the disability or limitation, or treatment information in the Accommodation Notes section.

Like the Disability and Limitation Detail window you have a selection of buttons at your disposal. Here is what they do:

- **Save:** Saves the accommodation information. When you click save a Pop-Up will display saying that the record was saved. You click “Ok” and the window is cleared so another accommodation can be entered.
- **Previous and Next:** If there were multiple accommodations for this disability or limitation then you would be able to go to the previous or next accommodation detail.
- **Print:** Allows you to print the Accommodation Detail.
- **Reset:** If a new record or a record you are updating has not been saved this button allows the window to be “Reset” and the correct information added. This will clear information that you have just entered.
- **Update Existing:** This button allows you to update the existing information that was just input.
- **Close:** Closes the Accommodation Detail window.

## Accommodation Overview Window

The screenshot shows the 'Accommodations' window. At the top, there is a 'Client' dropdown menu and a 'Dis/Lim' dropdown menu set to 'Physical Health - Broken Right Arm'. Below this are four tables: 'Accommodation Needs', 'Offered / Accepted', 'Offered / Not Accepted', and 'Not Offered'. Each table has columns for 'Acc Description', 'Status', 'Date', and 'Duration'. The 'Accommodation Needs' and 'Offered / Accepted' tables each contain one row: 'Modify Instruction' with 'Unable to write' as the description, 'Accepted' as the status, and 'Continuing' as the duration. The 'Offered / Not Accepted' and 'Not Offered' tables are empty. At the bottom, there are checkboxes for 'Show Replaced Accommodations' and 'Show Closed Disabilities/Limitations', and buttons for 'Add', 'Update', 'Save', 'Print', 'Reset', and 'Close'.

Accommodation Needs	Acc Description	Status	Date	Duration
Modify Instruction	Unable to write	Accepted		Continuing

Offered / Accepted	Acc Description	Status	Date	Duration
Modify Instruction	Unable to write	Accepted		Continuing

Offered / Not Accepted	Acc Description	Status	Date	Duration
------------------------	-----------------	--------	------	----------

Not Offered	Acc Description	Status	Date	Duration
-------------	-----------------	--------	------	----------

The “Accommodation Overview” window allows users to see the accommodations that have been added and whether or not they were offered, accepted, refused or not offered.

## Display and Features

### Client

Using the “Client” drop down window you can select the “Accommodation Overview” for a particular client. For instance, if this were a two-parent family you could select either parent. You could also select the children.

This screenshot is similar to the previous one, but the 'Client' dropdown menu is highlighted with a red oval. The text 'Doe, John E.' is visible in the dropdown menu.

## Dis/Lim

The screenshot shows the 'Accommodations' window. At the top, there is a 'Client:' dropdown and a 'Dis/Lim:' dropdown. The 'Dis/Lim:' dropdown is open, showing a list of options: 'Accommodations for All Dis/Lim', 'Addiction - Drug Addiction - Meth', 'Cognitive - Traumatic Head Injury', 'Learning Disability - Dyslexia', 'Mental Health - Borderline Intellectual Functioning', 'Mental Health - Dysthymic Disorder', and 'Mental Health - Major Depression - recurrent'. The 'Dis/Lim:' dropdown is currently set to 'Cognitive - Traumatic Head Injury'. Below the dropdown, there are two tables: 'Accommodation Needs' and 'Offered / Accepted', both with columns for 'Acc Description'.

The “Dis/Lim” allows you to select all accommodations for “All Dis/Lim” or the accommodations for a particular disability or limitation.

## Accommodation Boxes

The screenshot shows the 'Accommodations' window with the 'Dis/Lim:' dropdown set to 'Accommodations for All Dis/Lim'. The window displays four tables: 'Accommodation Needs', 'Offered / Accepted', 'Offered / Not Accepted', and 'Not Offered'. Each table has columns for 'Acc Description', 'Status', 'Date', and 'Duration'. The 'Accommodation Needs' table shows three rows: 'Assistive Technology' (Talking Watch with Yanni Voice, Accepted, 6/3/2005, Instance), 'Modify JOBS Activities' (Time to attend treatment, Accepted, Continuing), and 'Modify Schedule' (Allow for time to attend Counseling, Accepted, Continuing). The 'Offered / Accepted' table shows the same three rows. The 'Offered / Not Accepted' and 'Not Offered' tables are empty. At the bottom, there are checkboxes for 'Show Replaced Accommodations' and 'Show Closed Disabilities/Limitations', and buttons for 'Add', 'Update', 'Save', 'Print', 'Reset', and 'Close'.

You have four (4) boxes associated with accommodations. These include:

1. **Accommodation Needs:** This box displays all accommodations associated with a particular disability or limitation. In the example



- above you can see that the “Dis/Lim” is on “Accommodations for All Dis/Lim”. The accommodations associated with all current disabilities or limitations will appear in the boxes. The “Needs” box shows all accommodations whether or not they were accepted, refused or not offered.
2. **Offered/Accepted:** This box shows all the accommodations that were offered and accepted by the client. In the example above we can see that the “Talking watch with Yanni Voice” was Offered and Accepted.
  3. **Offered/Not Accepted:** This box shows all the accommodations that were offered and not accepted (refused) by the client.
  4. **Not Offered:** This box shows all the accommodations that were not offered. In most cases this selection would be used for assistive technology that is not needed according to the activities in the client’s case plan. An example may include:
    - The client needs a calculator for doing math. Their current case plan does not include activities where math is needed. Therefore, the accommodation may not have been offered at this time.

## Moving Accommodations

You have the ability to change the status of an accommodation simply by clicking on the accommodation, holding down your mouse button, and dragging the accommodation to the appropriate box.

**Accommodations**

Client:  Dis/Lim: **Accommodations for All Dis/Lim**

Accommodation Needs	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing
Modify Schedule	Allow for time to attend Counseling	Accepted		Continuing

Offered / Accepted	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing
Modify Schedule	Allow for time to attend Counseling	Accepted		Continuing

Offered / Not Accepted	Acc Description	Status	Date	Duration
------------------------	-----------------	--------	------	----------

Not Offered	Acc Description	Status	Date	Duration
-------------	-----------------	--------	------	----------

☐ Show Replaced Accommodations  
☐ Show Closed Disabilities/Limitations

In the example below, we moved the “Modify Schedule – Allow for time to attend Counseling” from the “Offered/Accepted” to the “Offered/Not Accepted” box. We accomplish this by dragging and dropping the accommodation.

**Accommodations**

Client:  Dis/Lim: **Accommodations for All Dis/Lim**

Accommodation Needs	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing
Modify Schedule	Allow for time to attend Counseling	Refused	10/5/2005	Continuing

Offered / Accepted	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing

Offered / Not Accepted	Acc Description	Status	Date	Duration
Modify Schedule	Allow for time to attend Counseling	Refused	10/5/2005	Continuing

Not Offered	Acc Description	Status	Date	Duration
-------------	-----------------	--------	------	----------

☐ Show Replaced Accommodations  
☐ Show Closed Disabilities/Limitations



## The Buttons and Other Features

**Accommodations**

Client:  Dis/Lim: **Accommodations for All Dis/Lim**

Accommodation Needs	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing
Modify Schedule	Allow for time to attend Counseling	Refused	10/5/2005	Continuing
<i>Modify Schedule</i>	<i>Allow for time to attend Counseling</i>	<i>Not Offered</i>	<i>10/5/2005</i>	<i>Continuing</i>

Offered / Accepted	Acc Description	Status	Date	Duration
Assistive Technology	Talking Watch with Yanni Voice	Accepted	6/3/2005	Instance
Modify JOBS Activities	Time to attend treatment	Accepted		Continuing

Offered / Not Accepted	Acc Description	Status	Date	Duration
Modify Schedule	Allow for time to attend Counseling	Refused	10/5/2005	Continuing

Not Offered	Acc Description	Status	Date	Duration
<i>Modify Schedule</i>	<i>Allow for time to attend Counseling</i>	<i>Not Offered</i>	<i>10/5/2005</i>	<i>Continuing</i>

☒ Show Replaced Accommodations  
☐ Show Closed Disabilities/Limitations

Add Update Save Print Reset Close

- **Show Replaced Accommodations:** This allows you to see accommodations that have been replaced, that is, they were “Not Offered” then “Offered / Not Accepted.” The “replaced” accommodation displays in *Italic and blue*.
- **Show Closed Disabilities/Limitations:** This allows you to see the accommodations for disabilities or limitation that were temporary and have been closed.
- **Add:** You select to add new accommodations for a particular disability or limitation.
- **Update:** When you drag and drop accommodations you will want to “Update” your changes. This button allows you to update.
- **Save:** Saves all changes to the window.
- **Print:** Prints the “Accommodation Overview” window.
- **Reset:** If you drag and drop an accommodation but realize that you dropped into the wrong box, you can simply hit “Reset” and start over.
- **Close:** This button closes the “Accommodation Overview” window.

## Case Plan Development – the PDP

Name	SSN	Tickler Date	Case	JOBS Status	Action	210/A
[Redacted]	[Redacted]	[Redacted]	[Redacted]		DENIAL	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		CLOSE	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		CLOSE	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		ADJUSTMENT	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		CERTIFICATION	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		DENIAL	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		CERTIFICATION	
[Redacted]	[Redacted]	[Redacted]	[Redacted]		DENIAL	

New Tab on the “Personal Plan” page allows you to see what accommodations were printed on the last PDP.

Personal Plan for Doe, John E.

Plans Steps Partners Plan Manager **Accommodations** Active plans on case Preview PDP... JAS Compare

Status	Status Effective Date	Begin Date	Completion Date	Reason
HLD	9/30/2005	9/30/2005		

Plan Type: TRACS Branch: 2402 AFS Case Nbr: Education Prior: NA Education Achieved: PRISM: Yes Disability: Yes

Plan Begin Date: 9/30/200 Review Date: 10/14/200 Notification Date: 10/3/2005 Case Mgmt Flag: No Svc Group: TANF (T) Attestant: TESTER, TESTER 4 ADMIN

Dom Viol: No Voc Rehab: DCS Case: Veteran: No

JOBS Assessment: Begin Date: End Date: Load Code: Exmp Reas:

Employment Goal: Build skills relating to computer processing. Plan Goal: Learn to use office software. Support Services:

Special Instructions:

step ended and attend complete

You will be able to see the accommodation information by clicking on the “Accommodations” tab or when you select “Preview PDP.”

Let’s take a look...

This is the “Accommodation” tab. You can see that when the PDP was last printed there were “No accommodations recorded.” Also, at the bottom you will see the message – “This screen is display only and may not be modified...”

The screenshot shows the "Accommodations" tab in the TRACS system. The tab is circled in red. The interface includes a navigation bar with "Plans", "Steps", "Partners", "Plan Manager", and "Accommodations". A button labeled "Preview PDP..." is visible. The main content area is divided into two sections: "Offered / Accepted:" and "Offered / Not Accepted:". The "Offered / Accepted:" section contains a table with columns "Type", "Print", "Description", and "Print Status". The "Offered / Not Accepted:" section contains a similar table. At the bottom, a message box states: "This screen is display only and may not be modified. The list of accommodation accepted by a client may only be modified at the time the plan is printed."

Type	Print	Description	Print Status
Modify Communications	<input type="checkbox"/>	Explain all written material	Newly added
	<input type="checkbox"/>	Oral presentation of written materials	Newly added
Modify Instruction	<input type="checkbox"/>	Needs assistance when writing.	Newly added
Modify Schedule	<input type="checkbox"/>	Begin classes at 9:00 AM	Dis/Lim Closed

Type	Print	Description	Print Status
Adapt Notify Procedures	<input type="checkbox"/>	Double spaced and large font 14+	Newly added

You can also see the “Print Status” of accommodations. In this example, “Explain all written material” was “Newly added”, while the “Begin classes at 9:00 AM” had the disability or limitation that was associated with this accommodation “Closed.”

When you select “Preview PDP...” you will be able to select the accommodations you want added to the PDP.

Person: Doe, Jane E.

Offered / Accepted: Last Printed: No accommodations recorded

Type	Print	Description	Print Status
Modify Communications	<input checked="" type="checkbox"/>	Explain all written material	Newly added
	<input checked="" type="checkbox"/>	Oral presentation of written materials	Newly added
	<input checked="" type="checkbox"/>	Needs assistance when writing.	Newly added
Modify Instruction	<input checked="" type="checkbox"/>		

Offered / Not Accepted:

Type	Print	Description	Print Status
Adapt Notify Procedures	<input checked="" type="checkbox"/>	Double spaced and large font 14+	Newly added

Select those accommodations you wish to have printed on the PDP. To Select or Deselect a group of accommodation click on the title in the Left Column

Deselect All Continue Cancel

In the above example, you can see there are boxes under the heading “Print”. By checking the box, the accommodation will appear on the PDP. You can also see that these accommodations were “Newly added”.

Notice that the message at the bottom of the window now states: “Select those accommodations you wish to have printed on the PDP...” You now have the ability to select or not select the accommodations to appear on the PDP. The accommodations you enter on the PDP would be those needed by the client to complete the activities noted on the plan.

The accommodations fall into two (2) sections. “Offered / Accepted” and “Offered / Not Accepted”. Let’s take a look at the PDP if we select all the small boxes. You may be asking ‘Why would I want to select an accommodation that was offered and not accepted?’ Let’s see. By selecting “Continue” we will bring up the PDP.

**Personal Development Plan (PDP) for Doe, John E.**

Print Date 10/13/2005      Personal Plan - 9/30/05  
for: Doe, John E.

Client Initials: \_\_\_\_\_

Employment Goal: Build skills relating to computer processing.  
Plan Goal: Learn to use office software.  
I will participate in the following steps:

- Job skills training to become more employable, beginning 10/3/2005 until 10/28/2005 for 10 hours per week.

My case manager agrees to support my plan with the following services:

My caseworker said I could get the following help so that I can complete my case plan:

- Explain all written material - Continuing
- Oral presentation of written materials - Continuing - Expected End Date 10/05/2005
- Needs assistance when writing - Continuing - Expected End Date 10/31/2005

I decline the following help offered by my caseworker at this time:

- Double spaced and large font 14+ - Declined 10/13/2005

Client Initials: \_\_\_\_\_ Date: \_\_\_\_\_

You can see in the example above that the accepted accommodations fall under the statement: “My caseworker said I could get the following help so that I can complete my case plan:” This is followed by the accommodations that were accepted and you “check marked” to appear on the PDP. Just below this statement there is another very important addition – “I decline the following help offered by my caseworker at this time:” Here is where those accommodations the client was offered but did not accept appear. The client would initial and date.



**Personal Development Plan (PDP) for Doe, Jane E.**

**Plan** | Calendar | Directions | Options |

My caseworker said I could get the following help so that I can complete my case plan:  
Explain all written material - Continuing  
Oral presentation of written materials - Continuing - Expected End Date 10/05/2005  
Needs assistance when writing. - Continuing - Expected End Date 10/31/2005

I decline the following help offered by my caseworker at this time:  
Double spaced and large font 14+ - Declined 10/13/2005  
Client Initials: \_\_\_\_\_ Date: \_\_\_\_\_

Case Managers: TESTER 4 ADMIN TESTER

**New PDP Language**

I have chosen to work with the Department of Human Services (DHS) to reach my goals.  
My caseworker and I worked together to write this plan. I understand and agree to complete the activities listed. We both agree to discuss and rewrite my plan if needed.

I understand DHS may share facts about me with partners. DHS may share facts about me to help me get the right services so I can reach my goals.  
They get my written permission by having me sign a release of information form.  
These facts cannot be about my health unless DHS has my written permission. This form is the DHS 2099.

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Caseworker signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Caseworker Phone: \_\_\_\_\_

## **New PDP Language**

The language in the PDP has been updated. No longer will you find AFS on your PDPs. Notice the new language inside the square above. Not only is it consistent with names such as “caseworker” it is also below sixth grade reading level, which is a requirement for forms, documents and correspondence with clients.

## **Appendix A – Disability/Limitation Page**

### ***Disability/Limitation (Dis/Lim) Page – Use***

The Dis/Lim Page was intended to capture disability or limitation issues affecting the families that we serve. The page is used for any physical or mental health impairment that substantially limits an individual's ability to meet TANF/JOBS Program requirements. These are disability/limitation issues that will last 30 days or more and may be either permanent or temporary in nature.

### ***Screening and Assessments/Evaluations***

The intent of the TRACS Disability/Limitation Page was to capture disability/limitation issues that would affect an individual's ability to meet program requirements. The Dis/Lim Page was **NOT** intended to capture screening and assessment/evaluation offers and the results of those offers. This information is captured on the Testing Page in TRACS. The following are examples of screening and assessment/evaluations that would **NOT** be recorded on the Dis/Lim Page.

- Learning Needs Screenings
- Learning Disability Assessments
- Mental health screenings or evaluations
- Alcohol and drug screenings or assessments
- Psychological evaluations

### ***Pregnancy***

Pregnancy in and of itself is not a disability/limitation issue that would be recorded in the Disability/Limitation Page. Record an issue only when we have medical documentation from a qualified and appropriate professional.

Standardizing coding and description on TRACS Disability/Limitation Page:

**Dis/Lim Code** = Physical Health (ME)

**Description** = High Risk Pregnancy

**Description** = Complications due to Pregnancy

## ***Disability or Limitation and Description***

The “Disability or Limitation” (as it appears on the Disability and Limitation Detail) is the general category in which the disability/limitation falls.

“Physical Health” would be the “Disability or Limitation” or category for broken arm. There has been some confusion regarding disability categories for several different disability issues. These issues will be addressed below.

The “Description” on the Dis/Lim Page is the actual description of the disability or limitation. If an individual has a broken left arm the description would be “Broken Left Arm.” Descriptions would **NOT** include the following examples:

- Any language indicating DV issues
- “Attending Treatment” or “In recovery”
- Disability information in case file (It is appropriate to use this description if the disability is HIV/AIDS)
- See medical file (It is appropriate to use this description if the disability is HIV/AIDS)
- See below (It is appropriate to use this description if the disability is HIV/AIDS)
- See documentation in case file (It is appropriate to use this description if the disability is HIV/AIDS)
- Motor vehicle accident (does not describe the disability or limitation issues)
- Need to explain written material (this is an accommodation description)
- Extra time on assignments (this is an accommodation description)
- Injury (need actual description)

**NOTE: Under no circumstance do we include HIV/AIDS in the description or disability or accommodation detail page notes.**

The information recorded on the Dis/Lim Page needs to be as standardized as possible. Some of the standardization issues include using the same “Disability or Limitation” (category) for the same condition, using the same description to describe an issue, only using temporary when the condition is



temporary, etc. By setting standards there will be less confusion as to the issues, less chance of privacy violations regarding mental health and addiction, greater ability to more accurately identify the population we are serving.

## ***Addiction (AD)***

### **Alcoholism**

Alcoholism is an illness marked by drinking alcoholic beverages at a level that interferes with physical health, mental health, and social, family, or occupational responsibilities.

Alcoholism is divided into 2 categories: dependence and abuse.

People with alcohol dependence, the most severe alcohol disorder, usually experience tolerance and withdrawal. Tolerance is a need for markedly increased amounts of alcohol to achieve intoxication or the desired effect. Withdrawal occurs when alcohol is discontinued or intake is decreased. Alcohol dependents spend a great deal of time drinking alcohol, and obtaining it.

Alcohol abusers may have legal problems such as drinking and driving. They may also have problems with binge drinking (drinking 6 or more drinks at one sitting).

People who are dependent on or abuse alcohol continue to drink it despite evidence of physical or psychological problems. Those with dependence have more severe problems and a greater compulsion to drink.

### **Drug**

Drug dependence (addiction) is compulsive use of a substance despite negative consequences which can be severe; drug abuse is simply excessive use of a drug or use of a drug for purposes for which it was not medically intended.

Physical dependence on a substance (needing a drug to function) is not necessary or sufficient to define addiction. There are some substances that don't cause addiction but do cause physical dependence (for example, some blood pressure medications) and substances that cause addiction but not classic physical dependence (cocaine withdrawal, for example, doesn't have symptoms like vomiting and chills; it is mainly characterized by depression).

## **Examples for TRACS Dis/Lim Page**

Addiction includes both alcohol and drug addiction. These are two separate disability issues. Use the examples below to help standardize the information.

**Disability or Limitation** = Addiction (AD)

**Description** = Alcohol

**Description** = Drug – (name of drug, i.e., Methamphetamine, Heroin, Cocaine, prescription, etc. is appropriate in the description but not mandatory)

### **Addiction disability “Status”**

The “Status” for addiction will always be permanent. Do not use the “Temporary” status unless it is self disclosed and we are waiting for documentation.

If an individual is or has been involved in treatment for addiction, then this would be recorded on the Dis/Lim Page as an “Addiction” disability or limitation.

## ***Cognitive (CO)***

**Cognition** is the ability of your brain to think, to process and store information, to solve problems. Cognition is a high level of behavior unique to humans. This behavior is disrupted by an illness such as Alzheimer's Disease.

## **Examples for TRACS Dis/Lim Page**

Cognitive includes issues that affect the brain's ability to think, process and store information, or make decisions. Examples include but are not limited to the following:

**Disability or Limitation** = Cognitive (CO)

**Description** = Intellectual Disability (formerly known as Mental Retardation)

**Description** = Borderline Intellectual Functioning

**Description** = Low Functioning

**Description** = Brain Injury or Severe Head Injury or Trauma

**Description** = Brain Tumor

**Provisional:** When you see a description that includes the word “Provisional” it means that additional evaluations are needed to make a definitive diagnosis. Example:

**Description** = Intellectual Disability – Provisional.

In this situation an Adaptive Behavior evaluation may be needed. Consult the provider who made the “Provisional” diagnoses.

## **Cognitive disability “Status”**

In most cases the “Status” for cognitive disability issues will be permanent. As with Addiction, use the “Temporary” status when self disclosed and waiting for documentation. Once documentation is received change the status to “Permanent” by un-checking the “Temporary” status box on the Dis/Lim Detail Page.

## ***Learning Disability (LD)***

Learning Disabilities refers to a variety of disorders that affect the acquisition, retention, understanding, organization or use of verbal and/or non-verbal information.

Learning disabilities range in severity and invariably interfere with the acquisition and use of one or more of the following important skills:

- **Oral language** (e.g., listening, speaking, understanding)
- **Reading** (e.g., decoding, comprehension)
- **Written language** (e.g., spelling, written expression)
- **Mathematics** (e.g., computation, problem solving)

Learning disability can affect the way in which a person takes in, remembers, understands and expresses information. People with learning disability are intelligent and have abilities to learn despite difficulties in processing information.

Living with a learning disability can have an ongoing impact on friendships, school, work, self-esteem and daily life. People with learning disability can succeed when individualized self-management skills and strategies are developed and relevant accommodation is provided.

As of May 2006, Western Oregon University's, Education Evaluation Center is entering all diagnosed disabilities that are discovered on the Learning Disability Assessments. DHS staff will need to review the Dis/Lim records and offer any appropriate accommodations to participants. Do not use the Dis/Lim Page to record an offer of an Learning Needs Screening or Learning Disability Assessment. This information is recorded on the TRACS Testing Page.

Note: Attention Deficit Disorder (ADD) and Attention Deficit Hyperactivity Disorder (ADHD) are not Learning Disabilities. They should be recorded using the Mental Health category.

### **Examples for TRACS Dis/Lim Page**

If you do need to enter a Learning Disability record, use the following guidelines:

**Disability or Limitation** = Learning Disability (LD)

**Description** = Reading Disorder

**Description** = Disorder of Written Expression

**Description** = Math Disorder

**Description** = Learning Disability NOS (not otherwise specified)

Learning Disability descriptions may also be entered using the scientific name. These names would most likely be found in the documentation. They include but are not limited to:

**Description** = Dyslexia

**Description** = Dyscalculia

**Description** = Dysgraphia

In most situations, the report will specify the appropriate description to use. Use the description found in the documentation.

### **Learning Disabilities “Status”**

Learning Disabilities are permanent disabilities. Only use the “Temporary” status when the LD is self-disclosed and DHS is waiting for documentation. Once documentation is received change the status to “Permanent” by un-checking the “Temporary” status box on the Dis/Lim Detail Page. Also remember to change from “Self-Disclosed” to “Documented”. Use the date the documentation was received by DHS.

### ***Mental Health (MH)***

**Mental illness** is a broad generic label for a category of illnesses that may include affective or emotional instability, behavioral dysregulation, and/or cognitive dysfunction or impairment.

Specific illnesses known as mental illnesses include but not limited to major depression, generalized anxiety disorder, bi-polar disorder and schizophrenia. Mental illness can be of biological (e.g., anatomical, chemical, or genetic) or psychological (e.g., trauma or conflict) origin. It can impact one’s ability to work or go to school and contribute to problems in relationships. Other generic names for mental illness include "mental disorder", "psychological or psychiatric disorder", "abnormal psychology", "emotional problem", or "behavior problem".

Mental health disability or limitation issues, along with addiction, must be secured if the information is received from a mental health professional. It

is important that we use the appropriate Category when entering a Mental Health disability or limitation.

## **Examples for TRACS Dis/Lim Page**

There are a variety of mental health conditions and disorders that are present in the population we serve. Many of these disability/limitations are permanent.

It is important to use standardized language when describing a mental health disability or limitation. Examples include but are not limited to the following:

**Disability or Limitation** = Mental Health (MH)

**Description** = Attention Deficit Disorder

**Description** = Anxiety Disorder

**Description** = Bi-Polar

**Description** = Depression

**Description** = Dysthymic Disorder (1)

**Description** = Generalized Anxiety Disorder

**Description** = Major Depression (2)

**Description** = Obsessive Compulsive Disorder

**Description** = Panic Disorder w/o Agoraphobia (3)

**Description** = Post Traumatic Stress Disorder

**Description** = Schizophrenia – Paranoid Type (3)

**Description** = Somatoform Disorder

Note: All the disability issues were spelled out. Abbreviations help to save space, however not all abbreviations are widely used or known.

Note: (1) There are disability descriptions that are not widely known. In such situations, for example – Dysthymic Disorder, it is recommended that a definition of the disability issue be placed into the notes section on the Dis/Lim Detail Page. You can find definitions at Medline Plus at [www.medlineplus.gov](http://www.medlineplus.gov). This website contains a wealth of information regarding disability issues. You will find an encyclopedia that has a search function for finding the information you may need.

*“Dysthymia [Dysthymic Disorder] is a chronic form of depression, characterized by moods that are consistently low, but not as extreme as other types of depression.”*

Note: (2) There are also different degrees of certain disability issues. For instance, you may see “Major Depression” or “Mild Depression” and you may only see it described as “Depression”. In any case you will want to use the actual description that is found in the documentation.

Note: (3) You will also see descriptions that include or rule out accompanying conditions. For instance, above we see “Panic Disorder w/o Agoraphobia”. This means the individual has been diagnosed with “Panic Disorder” but the diagnoses of Panic Disorder was not accompanied by “Agoraphobia”. Another example is “Schizophrenia – Paranoid Type”. There are several types of conditions attached to schizophrenia and one of which is “Paranoid Type”. You may also see this described as “Paranoid Schizophrenia”.

If you are unsure of the mental health disability issue, please contact your local mental health specialist or your local Disability (SSI) Liaison, or one of the following TANF/JOBS Program analysts:

Patrick J. Ring  
(503) 945-7006

Lisa Buss  
(503) 945-7017

Amy Sevdy  
(503) 945-7017

### **Mental Health “Status”**

As stated above, many of the mental health disability issues are permanent in nature. If you are unsure of the “Temporary” or “Permanent” status of the mental health disability issue you should contact your local mental health specialists or one of the three analysts listed above.

**Provisional:** When you see a description that includes the word “Provisional” it means that additional evaluations are needed to make a definitive diagnoses. Example:

**Description** = ADHD – Provisional. In this situation additional evaluations are needed in order to confirm the diagnoses. Consult the provider who made the “Provisional” diagnoses to determine the next steps.

## ***Physical Health (ME)***

Any physiological disorder, or condition, cosmetic disfigurement, or anatomical loss affecting one or more of the following body systems:

Neurological	Migraines Sleep Apnea
Musculoskeletal	Carpal Tunnel Syndrome Degenerative Disk Disorder
Special sense organs	Visual Impairments Hearing Impairments
Respiratory (including speech organs)	Asthma Cystic Fibrosis
Cardiovascular	Hypertension (High Blood Pressure) Congestive Heart Failure
Reproductive	Ovarian Cancer Endometriosis
Digestive	Irritable Bowel Syndrome Hepatitis (A, B, C)
Genitor-urinary	Urinary Tract Infection Kidney Stones
Hemic and lymphatic	Anemia Lymphedema
Skin	Allergies Lupus
Endocrine	Addison Disease Diabetes Thyroid Disease



## **Examples for TRACS Dis/Lim Page**

The descriptions of physical health disability/limitation issues range from sprained ankles to diabetes to Zollinger-Ellison Syndrome. The severity of the disability issues is also as wide ranged as the conditions and can be from mild to severe and all points in between. It is important to remember that a disability issue may affect people differently. There are so many variables. Treat each person and their disability issue individually.

Of all the disabilities, physical health issues appear to have the most self-reported. In these situations, DHS has a need to request medical documentation. The documentation may not be needed to “prove” the individual has a disability issue, but rather it is needed to ensure that DHS provides the highest level of services to include accommodations.

As stated above, it is important that we standardize descriptions for all disability/limitation issues to include physical health. Here are some examples:

**Disability or Limitation** = Physical Health (ME)

**Description** = Breast Cancer

**Description** = Broken Right Arm (could be leg, hand, etc.)

**Description** = Chronic Obstructive Pulmonary Disease - COPD

**Description** = Diabetes

**Description** = Irritable Bowel Syndrome - IBS

**Description** = Hepatitis C

**Description** = Sinusitis

**Description** = Tuberculosis

It is important to be specific and to the point. Use actual descriptions from medical documentation and work towards standard descriptions.

**NOTE:** Under no circumstance do we include HIV/AIDS in the description or disability detail page notes. Instead use the following:

**Disability or Limitation** = Physical Health (ME)

**Description** = See documentation in case file. *Using this description will protect the information and allow viewers to realize that there is sensitive information that may not be described.*

## **Physical Health “Status”**

A very good resource for information regarding physical health disability issues is Medline Plus at [www.medlineplus.gov](http://www.medlineplus.gov).

Unlike Learning Disabilities, which are always permanent issues, physical health issues vary between the two. Some are obvious such as broken bones, sprains, etc., which would be “Temporary” while others like diabetes, Hepatitis C, amputation, etc, are “Permanent”. The best solution is to staff the physical health (ME) disability issues with your local community health nurse (RN) or the DHS TANF Program SSI Disability Liaison. You are also encouraged to contact one of the analysts mentioned above for assistance. Don’t forget about the excellent resources found at Medline Plus ([www.medlineplus.gov](http://www.medlineplus.gov)), which may also be a helpful resource in determining the status of a physical health disability issue.

## ***Undetermined (UD)***

The “Undetermined” category represents disability/limitation that were migrated from the original Disability Page. The original version was unable to distinguish the type of disability issue and the number issues that may be present. Information was moved to the new page in an attempt to make sure the hard work that had been done to document issues was not lost.

Any “Undetermined” disability issues need to be reviewed. A determination needs to be made regarding the status of these issues. Review documentation in the client file and TRACS to determine the type and number of disability issues.

- If documentation is discovered – Update the disability/limitation detail. Change the Category from UD to the appropriate category, i.e., AD, CO, LD, ME, MH. If there are multiple disability issues, each issue needs its own Disability/Limitation record.
- If no documentation is discovered – Change the status in the disability/limitation detail to “Temporary”. This is accomplished by checking the “Temporary” box. Enter an “Expected End Date” and “Actual End Date.” This will close the disability record.

## **Appendix B – DHS TANF Program Contacts**

### **Operations and Policy Analysts**

Patrick J. Ring  
(503) 945-7006  
[Patrick.j.ring@state.or.us](mailto:Patrick.j.ring@state.or.us)

Lisa Buss  
(503) 945-7017  
[Lisa.buss@state.or.us](mailto:Lisa.buss@state.or.us)

Amy Sevdy  
(503) 945-7017  
[Amy.sevdy@state.or.us](mailto:Amy.sevdy@state.or.us)

Carol Krager  
(503) 945-5931  
[Carol.krager@state.or.us](mailto:Carol.krager@state.or.us)

Tracey O'Donnell  
(503) 945-6542  
[Tracey.Odonnell@state.or.us](mailto:Tracey.Odonnell@state.or.us)

Lily Sehon  
(503) 945-5624  
[Lily.Sehon@state.or.us](mailto:Lily.Sehon@state.or.us)

Stephanie Jernstedt  
(503) 945-6737  
[Stephanie.jernstedt@state.or.us](mailto:Stephanie.jernstedt@state.or.us)

### ***DHS – Business Analysts – TRACS***

Leslie C. Potter – CAF, Business Analyst  
500 Summer Street NE  
Salem, Oregon 97301-1066  
(503) 945-6293  
[Leslie.C.Potter@state.or.us](mailto:Leslie.C.Potter@state.or.us)

**DHS – Service Desk**  
**(503) 945-5623**

## Appendix C – Helpful Websites

Americans with Disabilities Act – Home Page

<http://www.usdoj.gov/crt/ada/adahom1.htm>

Americans with Disabilities Act – Title II – Technical Assistance Manual

<http://www.usdoj.gov/crt/ada/taman2.html>

Americans Civil Liberties – Home Page

<http://www.aclu.org/index.html>

National Institute for Literacy – Bridges to Practice

<http://novel.nifl.gov/nifl/ld/bridges/bridges.html>

Children and Adults with Attention Deficit/Hyperactivity Disorder

<http://www.chadd.org//AM/Template.cfm?Section=Home>

Assistive Technologies Solutions – Ability Hub

<http://www.abilityhub.com/>

US Department of Health and Human Services – Office for Civil Rights

<http://www.hhs.gov/ocr/index.html>

US Department of Labor – Job Accommodation Network

<http://janweb.icdi.wvu.edu/>

Learning Disabilities Association of America

<http://www.ldaamerica.org/>

US National Library of Medicine and Nation Institute of Health – Medline Plus

<http://medlineplus.gov/>

National Association of ADA Coordinators

<http://www.4naadac.com/>

National Institute of Health

<http://www.nih.gov/>

US Department of Labor – Office of Disability Employment Policy

<http://www.dol.gov/odep/>

US Social Security Administration (SSA)

<http://www.ssa.gov/>

Web MD

<http://www.webmd.com/>

Disability Info [dot] Gov

<http://www.disabilityinfo.gov/digov-public/public/DisplayPage.do?parentFolderId=500>

## ***More Helpful Websites***

### **Accommodations**

Ability Hub – Assistive Technology Solutions

<http://www.abilityhub.com/>

Job Accommodation Network

<http://janweb.icdi.wvu.edu/>

### **Addiction**

American Society of Addiction Medicine

<http://www.asam.org/>

National Institute of Drug Abuse

<http://www.nida.nih.gov/NIDAHome.html>

## **General Knowledge**

Medline Plus – Medical Encyclopedia – Excellent resource!

<http://www.nlm.nih.gov/medlineplus/encyclopedia.html>

National Institute of Health

<http://www.nih.gov/>

Web – MD

<http://www.webmd.com/>

## **Learning Disabilities**

Learning Disabilities (LD) Online

<http://www.ldonline.org/>

Learning Disabilities Association of America

<http://www.ldaamerica.org/>

National Center for Learning Disabilities

<http://www.ncld.org/>

## **Law, Policy, & Government**

Americans with Disabilities Act – ADA Home Page

<http://www.usdoj.gov/crt/ada/adahom1.htm>

ADA Online Technical Assistance Manual

<http://www.usdoj.gov/crt/ada/taman2.html>

Oregon Department of Human Services – Addiction Services

<http://www.oregon.gov/DHS/addiction/index.shtml>

Oregon Department of Human Services – Mental Health

<http://www.oregon.gov/DHS/mentalhealth/index.shtml>

Social Security Administration

<http://www.ssa.gov/>

Substance Abuse and Mental Health Services Administration

<http://www.samhsa.gov/>

US Department of Health and Human Services – Office for Civil Rights

<http://www.hhs.gov/ocr/index.html>

US Department of Labor – Office of Disability Employment Policy

<http://www.dol.gov/odep/welcome.html>

White House Drug Policy – Drug Facts

<http://www.whitehousedrugpolicy.gov/drugfact/index.html>

## **Mental Health**

Children and Adults with Attention Deficit / Hyperactivity Disorder

<http://www.chadd.org/>

Nation's Voice on Mental Illness

<http://www.nami.org/>

National Institute of Mental Health

<http://www.nimh.nih.gov/>