

Section 12 / Part 5

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**Policy and procedure implementation memo
SFY 06 / Number 2**



KANSAS

GARY DANIELS, SECRETARY

SOCIAL AND REHABILITATION SERVICES

KATHLEEN SEBELIUS, GOVERNOR

REHABILITATION SERVICES

Memorandum

To: All Rehabilitation Services Staff

From: Peg Spencer

Date: February 22, 2006

Re: Policy and Procedure Implementation Memo — SFY 2006 / Number 2

- * Accommodations for communications
- * Related changes to the Application for Services
- * KMIS Application screens
- * New capability to email KMIS generated documents

Review of existing policy

Rehabilitation Services (RS) must assure that accommodations for written and verbal communications are made when interacting with our clients. This requirement includes:

- * Provision of special media (braille, large print, tape, 3.5 disk or CD) according to the individualized needs of persons who are blind or visually impaired.
- * Sign language interpreting services (ASL, SEE or transliteration) according to the individualized needs of persons who are deaf or hard of hearing.
- * Foreign language interpretation for persons whose primary language is not English.

RS counselors are responsible to assure that effective communication occurs with each client, and that accommodations for communications are made when needed. Please remember that accommodations must be provided for all documents and forms printed from KMIS that are given to the client, as well as any other individualized letters, correspondence or local forms which are given to clients.

Changes to the Application for Services and KMIS

To facilitate this process, changes have been made to the Application for Services and the Kansas Management Information System (KMIS).

1. Application for Services

The second page of the Application for Services form has been updated to include a question about accommodations for communications. Individuals filling out the form will be asked to identify if they need regular print, Braille, large print, tape, 3.5 disk, CD, or other language. If they check

“other language,” they are asked to specify their preference. This space is intended to identify both sign language and foreign language preferences. If the applicant does not complete this question, then at the first opportunity staff should specifically inquire about whether any accommodations for communications are needed.

Staff will notice the inclusion of a small “office use only” section on page 2 of the form. This section was simply added to balance the layout of the page. Staff may use it for notes if they choose or may leave it blank.

Since the application form was being changed to address the accommodation issue, we decided to use this opportunity to implement a pending minor change. The format of the ethnicity question on the first page has been changed to allow the client to specify an ethnicity other than Hispanic/Latino if they so choose. Hispanic/Latino will continue to be entered in KMIS as this is a federal requirement. The information on other ethnicity will be for the staff’s information only. Since it is not a federal requirement, it will not have to be entered in KMIS. This change has been made to address concerns expressed by consumers regarding the format and phrasing of the ethnicity question.

The updated Application for Services has been posted on the Policy Manual web site at: <http://www.srskansas.org/rehab/text/PolicyManual/ToC.htm>. The corresponding Key to Terminology has also been updated. The Spanish and Vietnamese versions of the application will be updated in the near future. Staff who want to keep their paper copy of the manual current are reminded to print the new documents and replace the appropriate pages in their manuals.

Staff should begin using the new form and collecting the accommodation information immediately.

2. KMIS changes

The application screens on KMIS have been updated to include the same accommodations for communications information. During application creation for new applications or following the next attempt to print any existing KMIS documents, the user will be required to enter the accommodations for communication information for the client. If this screen is not completed, the process will be suspended until the accommodation information has been entered.

The screenshot shows a window titled "230 - myEXTRA! Enterprise" with a menu bar (File, Edit, View, Tools, Session, Options, Help) and a toolbar. The main content area displays the following text:

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SVAP0002          KANSAS REHABILITATION SERVICES          SVAM0015
USERID          ACCOMMODATION FOR COMMUNICATION SELECTION  February 20, 2006
B1NO                                                    04:13:25 PM

CASE NUMBER: 123-45-6789          CASELOAD: 99
LAST NAME: SMITH                 FIRST NAME: JOHN          MIDDLE INITIAL:

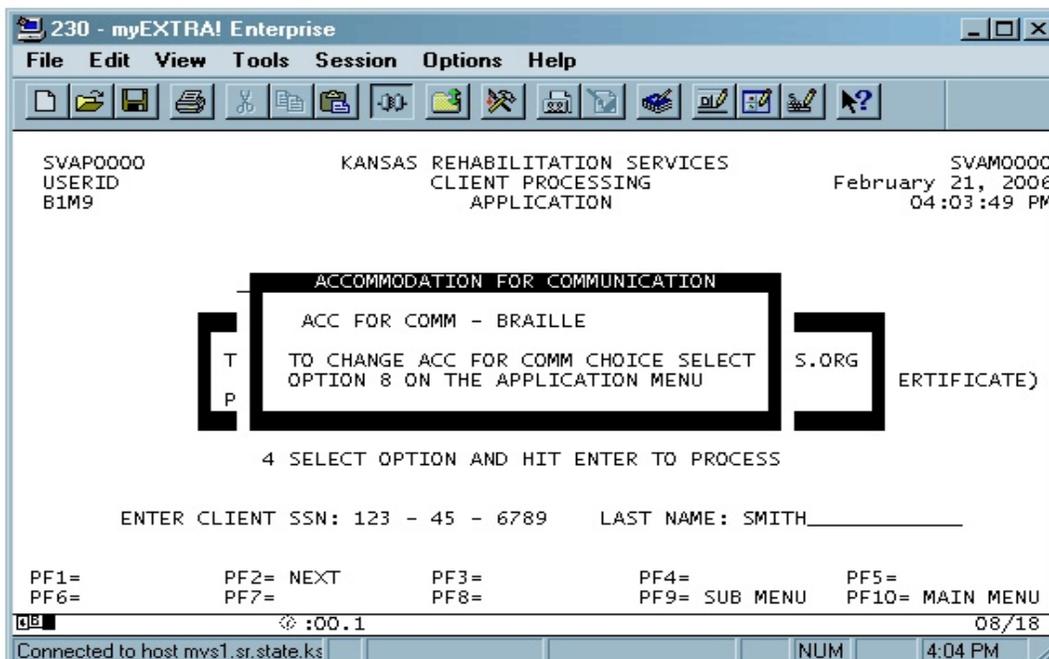
PLEASE SELECT CLIENT'S ACCOMMODATION FOR COMMUNICATION
(SELECT ONE OF THE FOLLOWING)

      = REGULAR PRINT
      - BRAILLE
      - LARGE PRINT
      - TAPE
      - 3.5 DISK
      - CD
      - OTHER LANGUAGE

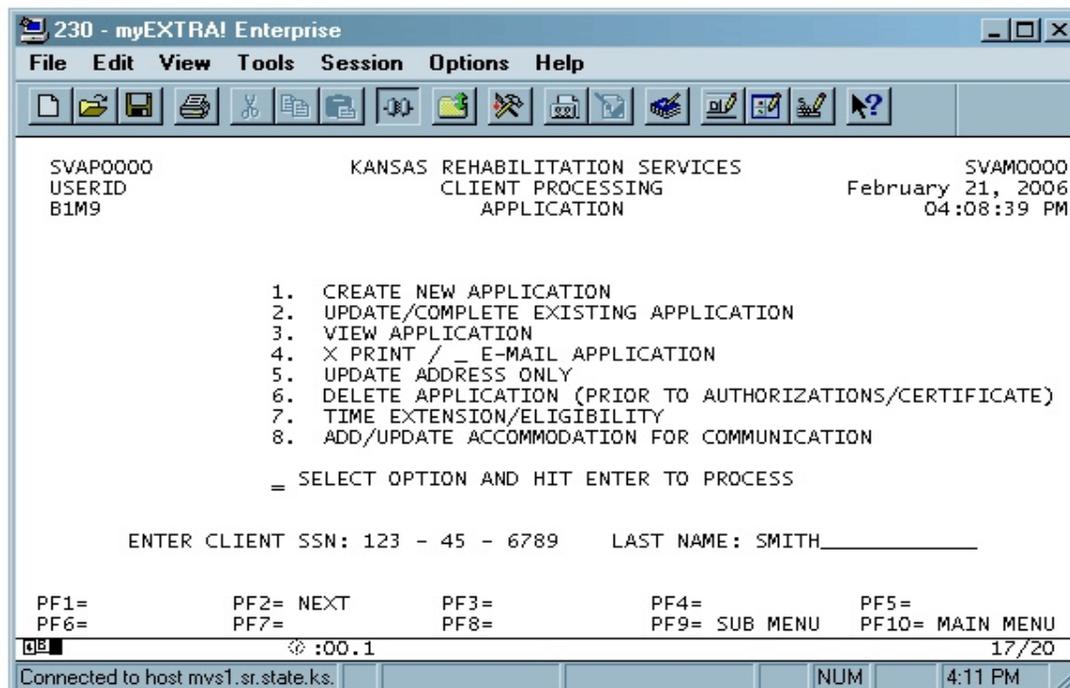
PF1=          PF2= NEXT          PF3=          PF4=          PF5=
PF6=          PF7=          PF8=          PF9=          PF10=
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At the bottom, there is a status bar showing "Connected to host mvs1.sr.state.ks.", a timer ":00.1", and page information "13/33".

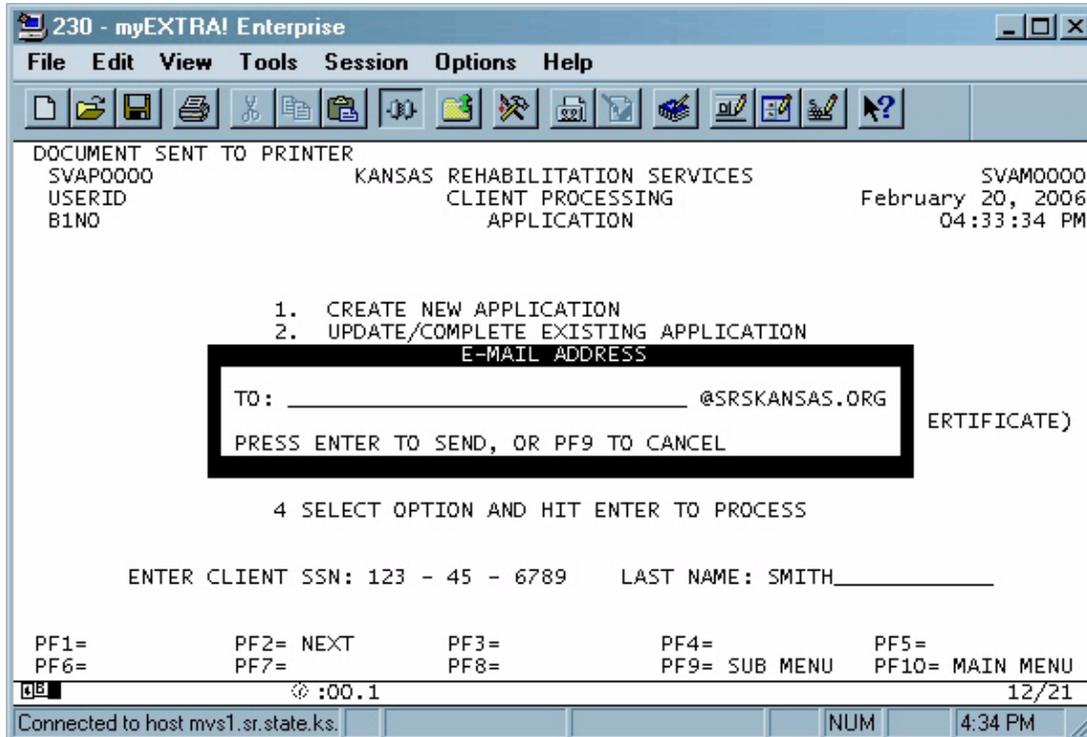
After an accommodation for communications has been selected, when the user does a print function they will see the following screen which will inform them there is an accommodation need. The user can then choose to change the accommodation or proceed.



New functionality has been added to KMIS to facilitate the process of emailing KMIS documents, which the user can then print, save as a pdf, or email to another recipient. This function will be especially helpful in securing special media documents. On the same line that is currently used to print, there is now a new option for e-mail. The example below illustrates this for the application, but the same function exists for all documents printed from KMIS.



Next, by choosing the email function on the KMIS main menu screen and entering the RS-Media as the GroupWise user id, the counselor will have the ability to email the selected KMIS document to RS-Media for conversion into the chosen format identified by the counselor. This option will also allow you to email the document to yourself. You could then open it and print it to a local printer, or forward it by email to another person.



Once the email has been sent, a notification confirming the transmission will appear at the top of the screen. The RS-Media unit will notify you when the request has been received by their unit, and when the converted documents are mailed directly to the client.

Remember to print a regular print copy for the case file.

KMIS Manual On-Line

The KMIS Manual has been updated. You can access it at <http://www.srsk.sr.state.ks.us/commissions/rehab/text/KMIS.htm>

Obtaining special media of other documents

Other written documents can be e-mailed to RS-Media for conversion. Identify in the message the type of special media needed. The RS-Media unit will notify you when the request has been received by their unit, and when the converted documents are mailed directly to the client. Remember to print a regular print copy for the case file.

Assistance with access to foreign language interpretation

Please contact Mary Kay Hirsch at the central office for assistance. She can be reached at 785-267-5301, extension 241 or at mzh@srskanas.org.

Brochures

The Handbook of Services and the brochure entitled “if you have a disability and want to work” are available in large print, Braille, Spanish and Vietnamese. Please contact Toni Jager at 785-267-5301 extension 221 or at tlxj@srskansas.org to request copies of these materials.

These documents are also available on the Rehabilitation Services web site in accessible electronic format, English, Spanish and Vietnamese. Visit www.srskansas.org/rehab to access this information via the web site.