



OFFICE OF POLICY, PROCEDURES AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Customized Assistance Services

Michael Bosket, MBA, MS, Deputy Commissioner

DISABILITY SERVICES PROGRAM BULLETIN

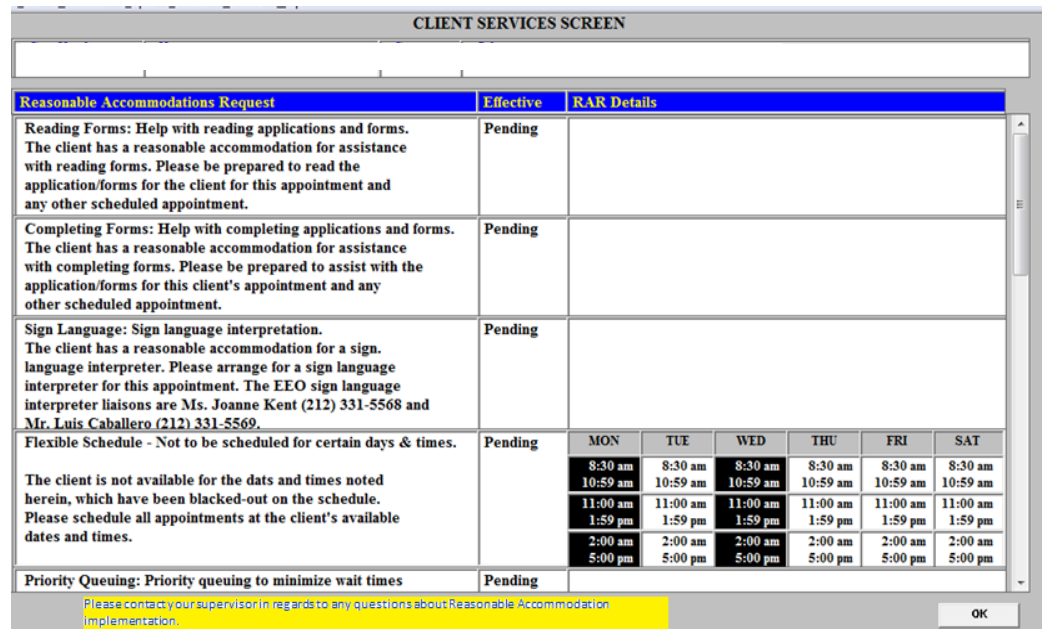
Date: 03-18-2016	Providing Reasonable Accommodations
Purpose	<p>To inform Disability Services Program (DSP) staff of revisions and enhancements to Human Resources Administration (HRA) policy regarding the provision of Reasonable Accommodations (RA). HRA has expanded the list of available RAs and as of January 21, 2016 changes to electronic systems, including New York City Way Accountability and You (NYCWAY) will be introduced to ensure the necessary RAs are consistently provided to clients throughout the agency.</p>
American with Disabilities Act	<p>Individuals with physical and mental health disabilities are protected by the Americans with Disabilities Act (ADA) and other federal, state and local laws, as well as social services regulations. No qualified individual with a physical or mental health disability may be excluded from participation in or denied the benefits, programs, and services of a public entity or be subject to discrimination by any public entity. HRA clients with disabilities are eligible for assistance in applying for, receiving, and participating in all benefits, services, and programs that they are entitled to, in a manner that does not discriminate against them because of their disabilities. This assistance is called a reasonable accommodation (RA), and is provided at every point of service throughout the agency. The RAs that HRA routinely offers include but are not limited to:</p> <ul style="list-style-type: none"> • Home Visit Needed/Homebound Status (HVN/HB) • Assistance with reading applications or forms • Assistance with completing applications or forms • Sign Language Interpretation • Not to be scheduled for certain days and times • Non-rush hour travel • Job Center transfer • Prevent Job Center case transfer • Priority queuing to minimize wait times • Scheduling appointments based on travel companion availability • Temporary travel exemption pending para-transit approval • Individualized assistance for the blind/visually impaired • Individualized assistance for the deaf/hearing impaired • Other <p>Note that this list is not exhaustive. There are many accommodations, such as quickly finding a chair for a client who has difficulty standing up, that DSP</p>

staff routinely provides to clients whenever operationally feasible. Additionally HRA facilities including all DSP service sites are wheel-chair accessible.

Identifying the Need for Reasonable Accommodations

Until the DSP System has the functionality to view and document RAs, DSP staff is required to use NYCWAY to ensure the provision of all RAs associated with clients. Staff will document any information regarding the provision and/or request of RAs in the Case Notes section of the DSP System.

Effective January 21, 2016, NYCWAY will have an added Client Services Screen (CSS) that displays all RAs associated with the client. When a case is selected in NYCWAY, a pop-up of the CSS will appear to alert staff regarding all RAs, pending and active, as well as significant case information such as the client's WeCARE Track, Employability Status, and SSI Status. Additionally, the CSS will be available at all times on the main frame menu. The CSS is imaged below.



DSP staff must use the CSS to identify if any RAs are associated with clients. Staff is responsible for providing all RAs displayed, both pending and active. The following chart lists all available RAs with their NYCWAY action codes and the CSS text description.

Reasonable Accommodation	Text Displayed in the Client Services Screen
Assistance With Reading Applications Or Forms 16TB	Please be prepared to read the application / forms for the client for this appointment and any other scheduled appointment
Assistance With Completing Applications Or Forms 16TU	Please be prepared to assist with the application/forms for this client's appointment and any other scheduled appointment
Sign Language Interpretation 16TF	Please arrange for a sign language interpreter for this appointment
Not Be Scheduled For Certain Days And Times 16TH	The client is not available for the days and times noted in NYCWAY. Please schedule all appointment during the client's available dates and times
Non-Rush Hour Travel 16TL	The client has a reasonable accommodation of Non-Rush Hour Travel. Please schedule all appointments weekdays between the hours of 11:00am until 2:00pm
Priority Queuing To Minimize Wait Times 16TQ	The client has a reasonable accommodation for priority queuing. Client's wait time must be minimized.
Job Center Transfer 16TP	TBD (will receive from MIS)
Prevent Job Center Transfer 16TJ	The client has a reasonable accommodation for a case transfer exemption. This case cannot be transferred to another site
Scheduling Appointments Based On Travel Companion Availability 16TC	The client has a reasonable accommodation for a travel companion and the person is not available for the days and times noted below. Please schedule the client's appointment on their available days and time
Temporary Travel Exemption Pending Para-Transit Approval 16TT	Indicates the client is unable to travel on regular public transportation and requires para-transit services such as Access-A-Ride. Exempts the client from appointments for 30 days while WeCARE assists him/her in securing services
Individualized Assistance For The Blind/Visually Impaired 16TK	The client has a reasonable accommodation for assistance due to blindness/visual impairment. Please examine the information below and give the client assistance or service as needed. Note: On the CSS, all

		information related to this reasonable accommodation will be listed below this message
	Individualized Assistance For The Deaf/Hearing Impaired 16TM	This client is hard of hearing or deaf. Please keep this in mind when communicating with this client. If you are seeing the client in person, you may need to use written communication modes, such as writing notes. If the client is on the phone, you may need to use relay service technology.
	Other 16TS	Please examine the information below and give the client assistance or service as needed. Note: On the CSS, all information related to this reasonable accommodation will be listed below this message.

Offering Reasonable Accommodations

DSP is responsible for recognizing the need for and providing necessary RAs whether or not they are captured in the DSP system or NYCWAY. When clients indicate a desire for an accommodation, or if upon observation and/or interview staff believe that one may be necessary, staff informs clients of the availability of RAs. Note that a client does not need to accept an offered RA.

Below is a list of some potential observations and examples of how to address them. This list is not exclusive, and only serves as examples of possible accommodations that HRA clients are entitled to receive.

Observation	Example RA
Individual walks with assistance of a walker or cane	Staff provides a seat to the individual and, within reason, tries to expedite the services the individual is requesting. DSP staff advises the client that para-transit services are available, and if interested s/he can request an RA to be provided agency-wide
Individual is unable to walk up stairs or take elevator, and service center is above ground floor	DSP staff offers to conduct the appointment on the ground floor and/or suggests that future appointments may be conducted via the telephone. Staff also suggests that the client may request an RA to be provided agency-wide

If the program believes that the accommodation requested is unreasonable, the program should propose alternatives, when available. DSP staff should consult with a supervisor with any questions that may arise regarding the client's request.

Requesting Reasonable Accommodations	<p>When clients request and/or staff observe a need for ongoing RAs, clients will be informed of the Reasonable Accommodation Request (RAR) process, which ensures that the need is honored agency wide. Clients may request RAs at any HRA site by completing a Reasonable Accommodation Request (RAR) form (HRA 102A) and submitting it in person, via email, mail, or fax to the Office of Constituent Services (OCS). DSP staff offers assistance as needed in reading and completing the Reasonable Accommodation Request form (HRA 102A). The client may be required to submit medical documentation to support the request. DSP provisionally grants any requested RAs during the appointment.</p> <p>As an alternative to submitting the Reasonable Accommodation Request form (HRA 102A), clients may telephone or send a written letter of request to OCS through e-mail, fax, or mail as listed below.</p> <table border="1" data-bbox="483 741 1531 1108"> <thead> <tr> <th data-bbox="483 741 849 779">Method</th> <th data-bbox="849 741 1531 779">Contact Information</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 779 849 930">Mail</td> <td data-bbox="849 779 1531 930">Human Resources Administration Office of Constituent Services 150 Greenwich Street, 35th Floor New York, NY 10007</td> </tr> <tr> <td data-bbox="483 930 849 982">Fax</td> <td data-bbox="849 930 1531 982">(212) 331-4685</td> </tr> <tr> <td data-bbox="483 982 849 1066">E-mail</td> <td data-bbox="849 982 1531 1066">constituentsaffairs@hra.nyc.gov</td> </tr> <tr> <td data-bbox="483 1066 849 1108">Phone</td> <td data-bbox="849 1066 1531 1108">(212) 331-4640</td> </tr> </tbody> </table> <p>A client may, at any time, call OCS at the number listed above, and ask questions about any RARs in process and/or inquire about the status of requests.</p>	Method	Contact Information	Mail	Human Resources Administration Office of Constituent Services 150 Greenwich Street, 35th Floor New York, NY 10007	Fax	(212) 331-4685	E-mail	constituentsaffairs@hra.nyc.gov	Phone	(212) 331-4640
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Attachments	HRA-102C										