

QUESTIONS AND ANSWERS ABOUT YOUR COVID REASONABLE ACCOMMODATION (RA) REASSESSMENT

The following questions and answers are to help you understand the Notice of Intent to Reassess your Reasonable Accommodations for COVID RAs. If you are not sure why you received this document, please ask shelter staff to explain it to you.

Why is my COVID RA being reassessed?

The risk of getting COVID-19 and/or becoming very ill from it is much lower than it was at the beginning of the pandemic in 2020. This is because of the availability of very effective vaccines and treatments for COVID-19, and changes in the virus. But some people are still at a high risk and may need to be around fewer people.

We are reassessing all COVID RAs to see who still needs them and who does not.

What COVID RAs are being reassessed?

We are reassessing the following COVID RAs:

- Single room (COVID-19)
- Double room (COVID-19)
- Private bathroom (COVID 19)

What if I have an RA that is not a COVID RA?

We are **not** reassessing any RA that is not a COVID RA. For example, if you have an RA to be in a certain borough or if you have an RA to be in a building with an elevator, those are not being reassessed. You will keep those RAs, unless they were only approved for a limited time.

What if I can't remember which RAs I have?

You can ask your case manager or a supervisor at your site and they can look up which RAs you have, if any. You can also ask them to print out a copy of your RA decision forms if you need them.

Do I need to do anything about my COVID RA being reassessed?

If you think that you no longer need your COVID RA(s) and do not want it reassessed, then you can let staff know that. If you still think you need your COVID RA(s), you must let staff know you want a reassessment because you must do something to keep it. You can tell staff that you want a reassessment, or you can check the box for 'reassessment' on the Notice of Intent to Reassess.

QUESTIONS AND ANSWERS ABOUT YOUR COVID REASONABLE ACCOMMODATION (RA) REASSESSMENT *(continued)*

If I want my COVID RA reassessed because I need to keep it, do I need to submit anything?

Yes, we strongly encourage you to submit new documentation, but you do not have to. You may have submitted supporting documents when you were first approved for your COVID RA, or you may not have. Our criteria for COVID RAs have changed because the risks for getting and/or becoming very ill from COVID are now lower than at the beginning of the pandemic. So, the documents you submitted to get your COVID RA before may no longer be enough to continue it.

If you feel that you are still at risk and continue to need your COVID RA, then we strongly encourage you to submit new documents that show how and why you are still at risk and need your COVID RA. You can ask your doctor to help you with these documents.

How many days do I have to get documents?

You have 15 days from the date you get your Notice of Intent to Reassess to submit documents. If you need extra time to get documents, you can ask shelter staff for more time.

What if I can't get updated documents?

You can complete and sign a HIPAA release form. We can then call your doctor or healthcare provider to get more information for you. If you need help filling out the HIPAA release form, let shelter staff know and they can help you.

How will I know what the decision is on my COVID RA reassessment?

You will get a decision form that says one of the following:

- Your RA was approved
- Your RA was denied
- You were approved for an alternative RA

What happens if my RA is denied when it's reassessed?

You can request an appeal if you do not agree with the denial. The information needed to request an appeal will be on your RA decision form. You have 15 days to request an appeal from the date you get the decision notice. If you request an appeal, we will not transfer you until there is a decision on your appeal request.

Can I request an appeal if I got an alternative RA and do not agree with it?

Yes, you can request an appeal. The information needed to request an appeal will be on your RA decision form. You have 15 days to request an appeal from the date you get the decision notice. If you request an appeal, we will not transfer you until there is a decision on your appeal request.

(Turn page)

QUESTIONS AND ANSWERS ABOUT YOUR COVID REASONABLE ACCOMMODATION (RA) REASSESSMENT (*continued*)

What if I need more time to get documents for my appeal?

You can ask for more time to submit documents if you need it.

What happens if I don't request an appeal?

We will transfer you to congregate shelter.

What happens if my RA appeal is also denied?

We will transfer you to congregate shelter.

If I am being transferred back to congregate shelter, how will I know when and where I am going?

You will get a transfer notice 48 hours (2 days) before you are transferred. This notice will have the name and address of the shelter you are being transferred to. If you have any non-COVID RAs, they will be met at the shelter you are being transferred to.

What if I have more questions?

You can speak with your case manager or a supervisor.

A medical or mental health condition or disability may make it hard for you to understand this notice or to do what this notice is asking you to do. This kind of condition may make it hard for you to get other services at DHS. **If this is true for you, we can help you.** Please ask shelter staff for help. You have a right to ask for this kind of help under the law.