




# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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## POLICY BULLETIN #16-42-OPE

### RAFFERTY V. DOAR REASONABLE ACCOMMODATIONS

<b>Date:</b> May 18, 2016	<b>Subtopic(s):</b> Reasonable Accommodations
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff of the <i>Rafferty v. Doar</i> class action lawsuit, and the reasonable accommodations to be provided to SNAP applicants/participants with visual impairments. This policy bulletin is informational for all other staff.</p> <p><i>Rafferty v. Doar</i> is a federal class action lawsuit brought under the Americans with Disabilities Act. The lawsuit alleges that the Human Resources Administration (HRA), the New York State Office of Temporary and Disability Assistance (OTDA), and the New York State Department of Health (SDOH) failed to provide reasonable accommodations for blind or seriously visually-impaired persons who applied for, or receive SNAP and/or Medicaid benefits.</p> <p>As part of the Settlement, the Family Independence Administration (FIA) is required to provide various accommodations, including:</p> <ul style="list-style-type: none"> <li>• Providing certain documents in Primary Alternative Formats (PAF).</li> <li>• Providing assistance both in-person at SNAP Centers and over the telephone to individuals who are blind or seriously visually-impaired in reading, understanding, and completing documents and notices.</li> </ul> <p><b>Availability of Primary Alternative Formats (PAFs)</b></p> <p>HRA must ensure that certain SNAP documents are available in Primary Alternative Formats, such as:</p> <ul style="list-style-type: none"> <li>• Large print (18-point font);</li> <li>• Audio format (CDs containing audio transcriptions of text</li> </ul>

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documents for use with computers or digital audio players);  
and

- Data format (CDs containing electronic versions of text documents for use with assistive screen-reading software).

The following documents are currently available at SNAP Centers and on the Human Resources Administration (HRA) website in the Primary Alternative Formats:

- BRC-100 (What You Need to Know About SNAP)
- BRC-901D (SNAP Telephone Recertification)
- BRC-681A (Are You a Person With a Disability?)
- W-129G (SNAP Documentation Guide)

**Note:** The BRC-901C (Recertify By Telephone: IVRS) is currently undergoing revision and will be made available in the Primary Alternative Formats. Staff will be notified when it is available.

**Note:** The BRC-681A is available in the Primary Alternative Formats at all Job Centers and SNAP Centers.

### **Provide Assistance in Centers and over the Telephone**

Staff must provide the above documents in Primary Alternative Formats, to any SNAP applicant/participant upon request. Staff must be available in Centers and via telephone to assist individuals who are blind or seriously visually-impaired in reading, understanding, and completing forms.

*Effective Immediately*

### **Related Items:**

[CD #15-18](#)  
[Rafferty Settlement Memo](#)