



**OFFICE OF POLICY, PROCEDURES, AND TRAINING**

James K. Whelan, Executive Deputy Commissioner

**Adam Waitzman, Assistant Deputy Commissioner**  
Office of Procedures

**POLICY BULLETIN #20-44-OPE**

**REASONABLE ACCOMMODATIONS – FAIR FARES NYC**

<p><b>Date:</b> July 24, 2020</p>	<p><b>Subtopic(s):</b> Reasonable Accommodations</p>
<p>Callers connected to InfoLine</p> <p>HRA FFNYC Infoline Team</p> <p>FFNYC staff will handle clients who do not have internet access but are willing to go to an HRA location.</p>	<p>The purpose of this Policy Bulletin is to inform FAIR FARES NYC (FFNYC) Program staff of the Reasonable Accommodation (RA) process being implemented for applicants who are unable to complete FFNYC applications and the Access-A-Ride (AAR) intake forms online. This will serve as an instruction to all staff of the Fair Fares New York City Program and is informational for all other staff.</p> <p>FFNYC implemented a Reasonable Accommodation process on July 13, 2020. This Reasonable Accommodation Process must be followed when assisting applicants and participants interested in acquiring FFNYC services.</p> <p><b><u>Instructions for Callers Who Need Help Completing the Online Fair Fares NYC Application or Access-a-Ride Intake form</u></b></p> <p><b>311</b> Callers will be connected with INFOLINE if:</p> <ul style="list-style-type: none"> <li>• They don't have internet access; <b>OR</b></li> <li>• They need help completing the online application for Fair Fares NYC (FFNYC) or the intake form to link their Access-a-Ride (AAR) customer information to their FFNYC account because they cannot complete it on their own for any reason (including a disability or COVID-19 concerns).</li> </ul> <p><b>The HRA FFNYC Infoline Team</b> will triage the request (e.g., AAR Intake Form or FFNYC Application), confirm/collect contact info (e.g., phone number, mailing address, preferred language), and submit the RA request to either FFNYC Program staff or Disability Affairs for next steps.</p> <ol style="list-style-type: none"> <li>a. For Intake Form Request – confirm that the caller is enrolled in FFNYC</li> </ol>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Disability Affairs will help all who need help filling out the forms regardless of whether the person has internet access or not.

b. For FFNYC Application Assistance /or AAR - confirm caller not enrolled in FFNYC

1. Infoline agent state the FFNYC eligibility criteria:

1. Is the person between age 18 and 64?
2. Do they live in NYC?
3. Are they receiving a transportation discount from any other program?
4. Is their annual income at or below the limit?

2. Verify customer mailing address on record and preferred spoken and written languages.

Disability Affairs

**Disability Affairs** will contact the requestor to confirm the RA need and determine the appropriate Agency response/accommodation.

**Note:** During COIVD-19, a person without internet access who is sick or at risk of getting sick with COVID will be eligible for an RA.

- Once the RA has been confirmed, Disability Affairs will forward to FFNYC with advice on the handling.

#### **I. Access-A-Ride Intake Form Assistance**

1. Disability Affairs will forward the request to the FFNYC program to phone the client and complete the form with them over the phone.
2. The request will be assigned to an Enrollment Specialist who will take note of the language/RA\* needs of the client and contact accordingly.

\***Note:** If the client does not speak English, use telephonic interpretation services:

- FFNYC staff must call **1-855-938-0533**
- Say the Language you need (IF you don't know the language, ask to speak to Customer Service Representative by dialing "0").
- Enter Your ACCESS CODE:

**Access Code: 6101**

3. The Enrollment Specialist will go to: <https://www1.nyc.gov/site/fairfares/access-a-ride/access-a-ride-form.page> while on the phone with the client and complete the intake form by reading the entire page to the client and inputting the information as given. Please annotate your Reasonable Accommodation log after each phone call.

Fast-Track RA clients

4. Quality Assurance/Quality Control (QA/QC) staff will contact ITS, via Service Now request, to enter note in client record of date and staff person who completed AAR intake form on client behalf.

## II. Fair Fares Application Assistance

**A. *Fast Track (FT) clients*** - these are existing HRA clients who HRA knows are eligible for FFNYC based on their Cash Assistance or SNAP enrollment.

1. Disability Affairs will forward the request to the FFNYC program to phone the client and complete the form with them over the phone.
2. QA/QC staff will send the customer CIN to FFNYC ITS, via Service NOW request, to determine FT eligibility.
3. FFNYC ITS will send an email back confirming FT status.
4. Once FT eligibility is confirmed the request will be assigned to an Enrollment Specialist who will take note of the language/RA\* needs of the client and contact accordingly.

**\*Note:** If the client does not speak English, use telephonic interpretation services:

- FFNYC staff must call **1-855-938-0533**
- Say the Language you need (IF you don't know the language, ask to speak to Customer Service Representative by dialing "0").
- Enter Your ACCESS CODE:

### **Access Code: 6101**

5. FFNYC Enrollment specialist will complete the FT enrollment over the phone by logging into AHRA for the client.
  - a. Confirm if the client has an Access HRA account
    - i. If yes, confirm the login and password with the client
    - ii. If no, create an account
  - b. Go to: <https://a069-access.nyc.gov/accesshra/login>
6. Once logged in, view the yellow banner and click "enroll now."
7. Read the Conditions of Use to the customer over the phone, ask if they agree to the terms and conditions of the program and note the application accordingly.\*\*

**\*\*Note:** If the customer does not agree, they cannot enroll into the program.

8. Provide the client with the login credentials (username and password) created on their behalf.
  - a. Do NOT retain this information for future use.
9. If the client cannot be reached after 3 attempts, annotate the RA log and the return to FFNYC clerical staff.

Non-Fast Track RA  
Clients

10. FFNYC clerical staff will mail the COU, Business Reply Envelope (BRE), and instructions on how to create an AHRA account or return the COU for additional assistance.
11. Upon receipt of signed COU, FFNYC clerical staff will complete steps 5b, 6, and 8.

**B. *Non-Fast Track RA clients*** - these are callers generally not known to HRA.

1. FFNYC clerical staff will mail clients a FFNYC paper application and the Conditions of Use in the requested language to complete and send back with copies of their required documents/proof of eligibility in the Business Reply Envelope provided by HRA.
2. Once received, the FFNYC clerical staff will review the application for accuracy and completeness and route to a borough office to enter the information and documents into the online application and submit it for application processing.
  - If incomplete, the FFNYC clerical staff will contact the customer and advise on the issue and handle accordingly.
3. Enrollment Specialist will visit: <https://a069-access.nyc.gov/accesshra/fairfares>
4. Create an account for the customer.
  - a. Until the September 2020 AHRA release, the user name should be the first 3 letters of the customers first name and the last 3 letters of their last name followed by the borough office that completed the action.
    1. Ex. John Smith user ID would be (johithSI) if Staten Island Borough Office completed the application.
  - b. After the September 2020 AHRA release, the Borough Office staff will have the ability to add a prescribed Site ID to identify location-once functionality is created another PB will be released.
    - Please note the login ID, password created, as well as FFNYC Employee number assigned in FFNYC Web.
5. FFNYC ID the “Administrative Use” section of the paper application.
6. Review the application and input the information as indicated on the paper form. The paper form will serve as consent of assistance as if the customer is present in the office.
7. Upload the documents using the mobile app using the appropriate sections and document type.

- Scan application into the identity section in a location where the customer has NOT supplied supporting documents -indicate the location of the application in the “Administrative Use” section of the paper application by writing “Application scanned into XXXX.”
8. Submit the application.
  9. Electronic Application Unit will process in accordance to current processes.
  10. Upon completion of processing, the FFNYC clerical staff will send back application, supporting documents, and instruction sheet on how to change the user ID and password to the client.

**C. Other assistance needed** - Clients whose RA requires a different type of assistance will be accommodated as dictated by their needs.

1. During FFNYC Borough office closure, customers who do not have a disability will have the ability to make an appointment to one of the five open HRA locations to get assistance.
2. FFNYC staff will meet the customer at the location and assist them with the application in the PC Bank and upload the documents using a FFNYC tablet.

HRA office locations to be used during FFNYC office closure.

Location	Address
Crotona (#46)	1910 Monterey Avenue Bronx, NY10457
Clinton Hill (#67)	505 Clermont Avenue Brooklyn, NY11238
Waverly (#13 & S19)	12 West 14 <sup>th</sup> Street New York, NY 10011
Queens (#53 & S53)	32-20 Northern Blvd Long Island City, NY 11101
Richmond (#99)	201 Bay Street Staten Island, NY 10301

*Effective Immediately*