

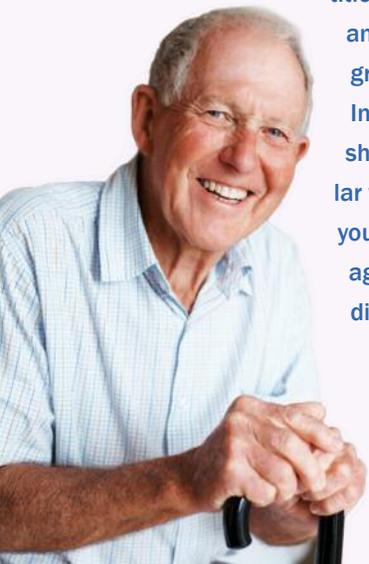
The Americans with Disabilities Act of 1990, and other federal, state and local laws require that no qualified individual shall, on the basis of disability, be subject to discrimination in programs, activities, or services of the Human Resources Administration.

If you believe you or a member of your household has been discriminated against because of a disability, for a reason other than a denial of a reasonable accommodation, you may direct a complaint by letter, fax, or email to:

Lauren Friedland
ADA Compliance Officer
Human Resources Administration
Office of Legal Affairs
180 Water Street, 17th floor
New York, NY 10038
Fax: (917) 639-0333
Email: ADAOLA@hra.nyc.gov

The complaint must include your name, mailing address, telephone number, and HRA case number, if available. The complaint must specify the date and location of the incident, names and

titles of agency employees, and the HRA Office, program or service involved. In addition, the complaint shall describe the particular way in which you believe you were discriminated against on the basis of disability.



Michael R. Bloomberg
Mayor

Human Resources
Administration
Department of
Social Services

Robert Doar
Commissioner

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Include in the Application/Recertification Kit

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ARE YOU A PERSON WITH A DISABILITY?

Do you need assistance with your application, recertification or other program requirements?



IF YOU ARE PHYSICALLY OR MENTALLY DISABLED...

...and as a result you need help completing your forms or have difficulty waiting to be interviewed, please notify the receptionist or your worker.

If it is difficult to meet HRA's requirements because of a physical or mental limitation, we can help.

HRA recognizes its responsibility under the law to provide reasonable accommodations to people with disabilities. HRA is also required to make reasonable modifications to its policies and procedures to ensure that people with disabilities receive meaningful access to HRA programs and services, except where such a change would be a fundamental alteration of HRA practices.

What Is A Reasonable Accommodation?

Examples of a reasonable accommodation offered by HRA for people with disabilities are:

- flexible scheduling to avoid rush hour travel
- priority appointments to minimize waiting time at HRA Offices
- sign language interpreters
- assistance with reading and completing forms
- conducting business by telephone, fax, or mail, if appropriate
- home visits, if necessary

IF YOU NEED A REASONABLE ACCOMMODATION TO PARTICIPATE IN A PROGRAM ACTIVITY OR TO RECEIVE A PUBLIC BENEFIT OR SERVICE, YOU MAY USE HRA'S REASONABLE ACCOMMODATION PROCESS, AS DESCRIBED ON THE NEXT PAGE.

Here are some examples of conditions that may be disabling:

Medical Conditions:

- Impairments of vision, speech or hearing
- Diseases such as Cancer, Multiple Sclerosis, Heart Disease, Cirrhosis, or HIV/AIDS

Mental Health Conditions:

- Developmental Disabilities
- Mental illnesses such as Schizophrenia, Bipolar Disorder or Clinical Depression

How Do I Request A Reasonable Accommodation?

You may make a verbal request for a reasonable accommodation at your local HRA Office.

To submit a written request, you may complete the Reasonable Accommodation Request (RAR) form or you can write your own letter requesting an accommodation. **YOU CAN OBTAIN AN RAR FORM FROM YOUR LOCAL HRA OFFICE OR YOU MAY CALL THE OFFICE OF CONSTITUENT SERVICES (OCS) AT (212) 331-4640, OR FAX OCS AT (212) 331-4685/86.** Your medical provider will also need to complete the section of the form that asks for medical documentation or submit medical records. You may mail, or fax the RAR form or your written request to: HUMAN RESOURCES ADMINISTRATION OFFICE OF CONSTITUENT SERVICES 180 WATER STREET, 23RD FLOOR NEW YORK, NY 10038 FAX: (212) 331-4685 OR (212) 331-4686

You may also submit the RAR form or your written request in person at your local HRA Office. If a physical or mental impairment makes it difficult for you to submit your request, you may contact OCS for assistance at (212) 331-4640.

HRA will evaluate the request and determine if the reasonable accommodation you requested is appropriate. You will be notified of HRA's determination.

Effective Communication

Upon request, HRA will provide appropriate aids and services for persons with visual, speech and hearing impairments to ensure that effective communication is provided.

Communication aids include qualified sign language interpreters for individuals with hearing impairments and qualified readers for individuals with visual impairments.

APPLICANTS/PARTICIPANTS WHO HAVE SPEECH AND/OR HEARING IMPAIRMENTS MAY COMMUNICATE WITH HRA USING THE TELEPHONE RELAY SERVICE BY CALLING 1-(800) 662-1220 OR BY CALLING THE HRA INFOLINE TTY AT (718) 262-3566.



CONTACT US