HELP FOR PEOPLE WITH DISABILITIES

Do you have a disability, medical condition or mental health condition that makes it hard for you to apply for or get benefits from us?

For example:

- Does your condition make it hard for you to use public transportation?
- Do you need help to get to appointments?
- Does your condition make it hard for you to wait for long periods of time?
- Is it hard for you to read, understand or fill out forms?
- Do you need help because of a vision or hearing disability?
- Do you need other help because of your condition?

If you do, we may be able to help you. This help is called a reasonable accommodation.

HOW TO ASK FOR A REASONABLE ACCOMMODATION

ASK: You can ask for help when you come to an HRA office or center

CALL: 212-331-4640

You can also write us or fill out the request on the other side of this form and give it to us through:

FAX: 212-331-4685

EMAIL: ConstituentAffairs@hra.nyc.gov

MAIL: HRA
Office of Constituent Services
150 Greenwich Street, 35th Floor
New York, NY 10007

GET HELP WITH THIS FORM!

You can get help with this form or with your request.

CALL: 212-331-4640 or VISIT: your center or HRA office

Turn this page over to complete the Reasonable Accommodation Request Form.
HELP FOR PEOPLE WITH DISABILITIES
REASONABLE ACCOMMODATION REQUEST FORM

Do you have a disability, medical condition or mental health condition that makes it hard for you to apply for or get benefits from us? If you do, please fill out this form. If you do not, you don't need to fill out this form.

YOUR INFORMATION
Name: ___________________________ Date: __________________
Case Number: ___________________________ Date of Birth: __________
Phone Number 1: ____________________ Phone Number 2 (if any): ______________
Address: ____________________________

WHY DO YOU NEED HELP?
Tell us how your condition makes it hard to access HRA benefits and services (If you need more space to write, please attach pages):
________________________________________
________________________________________

CHOOSE WHAT HELP YOU MIGHT NEED BECAUSE OF YOUR CONDITION:
☐ Help for people who are blind or low vision
  Explain: ____________________________
☐ Making appointments when you can have someone come with you
☐ No appointments during certain days and times
☐ No appointments during rush hour
☐ No in-office appointments while you apply for Access-A-Ride
☐ Shorter wait times
☐ Help for people who are deaf or hard of hearing
  ☐ American Sign Language (ASL) interpretation
  ☐ Other forms of interpretation
  Explain: __________________________
☐ Help reading forms
☐ Help completing forms
☐ You need HRA to come to your home for appointments
☐ Transfer your case to center:
  __________________________________
☐ Keep your case at your center:
  __________________________________
☐ Accommodations (other than above) that you need to access services at HRA. Explain:
  __________________________________
  __________________________________
  __________________________________
  __________________________________
  __________________________________
  __________________________________

You do not need to give us proof of your condition now. We may ask you to give us some medical or clinical documents later.

To be completed by HRA worker if submitted at an HRA location (Please give a copy to the client):

Location ___________________________ Date Received ___________________________
Name of HRA worker (Print) ___________________________ Signature ___________________________

Center 90 Staff only: Homebound status was requested ☐ Yes ☐ No