

Do You Have a Disability?



Do you need help applying for shelter or with other program requirements?

We can give certain types of help to make it easier for you to get access to the services you need. This type of help is called a reasonable accommodation. You have a right to ask for this kind of help.

A few examples of conditions that may make it hard to get access to the services you need are:

- Vision, speech, or hearing disabilities
- Mobility disabilities (disabilities that make it hard to get around)
- Cognitive disabilities (disabilities that may make it hard to understand forms or remember appointments)
- Mental health conditions like anxiety, depression, bipolar disorder, or schizophrenia

How do I ask for a reasonable accommodation?

- You can ask for help because of a disability from staff at any intake, assessment, or shelter location.
- You can fill out the Reasonable Accommodation Request Form (**DHS-13**).
- If you are deaf or hard of hearing, you can fill out the Auxiliary Aids Request Form (**DHS-5**).
- If you need a form in another language, you can visit the DHS website or ask a DHS or shelter staff member for help.
- You can get these forms online: <https://www1.nyc.gov/site/dhs/about/applicants-and-clients-with-disabilities.page> or ask staff for the forms.
- You do not have to fill out these forms to ask for a reasonable accommodation. Staff can fill out the forms for you.

Where can I submit a Reasonable Accommodation Request (RAR) form or a written request for an accommodation?

- Give your completed request form or written request to DHS or shelter staff.
- Ask for a copy of your completed request.
- Write down the date you gave the request to DHS or shelter staff and the name of the person you gave it to on your copy.
- You do not need to give us proof of your condition or disability at the time of the request. We may ask you to give us some documents or additional information that is related to your request later.

What if I need help completing forms?

- You can ask DHS staff, shelter staff, or someone you know for help filling out these forms.

How will I find out if my request was approved?

- We will contact you and let you know our decision.

What if I have questions about my request or other disability-related needs?

- You can talk to your shelter director or case manager if you have questions.
- You can also contact the Office of Disability Affairs at DisabilityAffairs@dss.nyc.gov

Anti-Discrimination Policy

What if I feel like I've been treated unfairly because of my disability?

- If you believe that DHS denied you or someone in your family services or discriminated against you because of a disability, you may contact:

Elizabeth A. Iannone
Director of Disability Affairs for Homeless Services
NYC Department of Social Services
Office of Client Advocacy and Access
33 Beaver Street, 17th Floor
New York, NY 10004
Fax: (917) 639-0442
Email: DisabilityAffairs@dss.nyc.gov

You may also contact the Central Complaint Unit at **(718) 291-4141**.

In addition, you can also contact the Office of the Ombudsman at **(800) 994-6494** or visit the Office in person at 109 East 16th Street, Monday – Friday from 9:00 A.M. – 4:00 P.M.

What information should I include if I make a complaint?

- Your name, mailing address, telephone number, or email address.
- A description of what happened, where it happened, and when it happened.
- The names and job titles of staff involved, if you have them.
- The DHS or shelter site, program, or service involved.

DHS is committed to ensuring meaningful access to programs and services for people with disabilities consistent with the Americans with Disabilities Act (ADA) of 1990 and other laws.