

# Do you have a disability?

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





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If it is difficult to meet HRA's requirements because of a medical, mental health or other type of condition, we can help.

HRA is committed to helping you access our services. If you have a disability, HRA can help by providing supports or accommodations to make it easier for you to get the services you need. This type of help is called a **reasonable accommodation**.





## What are examples of reasonable accommodations?

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

- » Making your appointments at times that avoid rush hour travel
- » Shortening your wait times at HRA Offices
- » Providing a sign language interpreter
- » Helping you with reading and completing forms
- » Home visits, if needed

## A few examples of conditions that may cause you to need a reasonable accommodation:

- » Vision, speech, or hearing impairments
  - » Medical conditions like arthritis, cancer, multiple sclerosis, heart disease, cirrhosis, or HIV/AIDS
  - » Developmental or learning disabilities
  - » Mental health conditions like bipolar disorder, clinical depression, anxiety disorder, or schizophrenia
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## How do I ask for a reasonable accommodation?

- » You can ask for a reasonable accommodation at any HRA location or program.
- » You can ask for an accommodation by calling the Office of Constituent Services (OCS) at **1-212-331-4640**.
- » You can complete and submit HRA's Reasonable Accommodation Request (RAR) form or make your own written request. You can get a copy of this form at your local HRA Office or by calling OCS at the number above.



Download the form by searching the internet for:  
**HRA-Disability Access - NYC.gov**

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

Give us your completed RAR form or written request at your local HRA office; **OR** email, mail, or fax your written request or completed RAR to:

**Human Resources Administration  
Office of Constituent Services  
150 Greenwich St., 35<sup>th</sup> Floor  
New York, NY 10007**

Fax: **1-212-331-4685**  
or **1-212-331-4686**

**[constituentaffairs@hra.nyc.gov](mailto:constituentaffairs@hra.nyc.gov)**



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

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## What if I need help completing the form?

If your condition makes it hard for you to complete the RAR form or submit your request, contact OCS for help at **1-212-331-4640**.

## How will I find out if my request is approved?

HRA will review the request and decide if a reasonable accommodation is appropriate. We will contact you to let you know of our decision. You can call **1-212-331-4640** to find out the status of your request.

## What if I use a text telephone (TTY) or voice carry-over (VCO) phone?

You can call us using the telephone relay service by dialing **7-1-1** or **1-800-662-1220**. Then connect to OCS at **1-212-331-4640**.





# Anti-Discrimination Policy

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

If you think you or someone in your family has been discriminated against at HRA because of a disability you may send a complaint by letter, fax, or email to:

**Jennifer Shaoul**

**Executive Director of Disability Affairs  
Human Resources Administration  
Office of Client Advocacy and Access  
150 Greenwich Street, 42<sup>nd</sup> Floor  
New York, NY 10007**

**Fax: 1-212-437-2161**

**Email: [disabilityaffairs@hra.nyc.gov](mailto:disabilityaffairs@hra.nyc.gov)**

Or you can call the Central Complaint Unit at **1-718-291-4141**



## What should I include if I make a complaint?

- 1** Your name, mailing address, and telephone number
- 2** Your HRA case number, if you have it
- 3** A description of what happened and where and when it happened
- 4** The names and job titles of HRA workers involved, if you have them
- 5** The HRA office, program, or service involved



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HRA 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.

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**Bill de Blasio**

Mayor

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**Human Resources  
Administration**

Department of  
Social Services

**Steven Banks**

Commissioner



NYCHRA



HRA NYC

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