



Language Assistance Services for NYCHA residents, applicants, and Section 8 voucher holders

NYCHA translates official Authority documents and provides Interpreter services to communicate NYCHA information so that residents, applicants and Section 8 voucher holders with limited English proficiency have meaningful access to NYCHA's services and programs. Interpreter services are provided by the NYCHA Department of Communication Language Services Unit, and through a NYCHA volunteer Language Bank which consists of employee-volunteers who collectively speak 39 languages. For information about NYCHA Language Services you may contact **(212) 306-4443**.



Bill de Blasio
Mayor
City of New York



Shola Olatoye
Chair & Chief Executive Officer

DEPARTMENT OF EQUAL OPPORTUNITY

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Department of
Equal Opportunity





The New York City Housing Authority (NYCHA) is committed to providing residents, applicants and Section 8 voucher holders access to services, activities and programs provided by NYCHA. NYCHA's **Department of Equal Opportunity** monitors NYCHA compliance with federal, state and local fair housing laws through its **Services for People with Disabilities Unit (SPD) and Office of Employment and Fair Housing Investigations (OEFHI)**.

Services for People with Disabilities Unit

NYCHA is committed to providing equal opportunity to public housing and Section 8 for eligible New Yorkers with disabilities. The Services for People with Disabilities Unit (SPD) provides assistance to residents, Section 8 voucher holders, and applicants with disabilities who seek decent, affordable and accessible housing in NYCHA developments or through Section 8 Housing subsidy. SPD responds to housing application status inquiries, requests for housing transfers, and requests for reasonable accommodations. Types of reasonable accommodations may include but are not limited to:

- Requests for an accessible apartment
- Requests for sign language interpretation
- Requests for accessible parking
- Requests for partial modifications to an apartment
- Requests for a voucher extension

SPD also reviews applications in which applicants with disabilities have been found ineligible for public housing and provides assistance to residents and applicants pursuant to NYCHA's ADA/ Section 504 Grievance Procedure. In addition, SPD acts as a liaison between the disabled community and various NYCHA departments.

SPD conducts technical assistance workshops for advocate organizations that provide services for people with disabilities. The workshops review housing policy, procedures, and the selection process for obtaining accessible apartments.

Residents, Section 8 voucher holders, and applicants with disabilities needing assistance can contact the Services for People with Disabilities Unit at **212-306-4652** or TTY **212-306-4845**.

Office of Employment and Fair Housing Investigations (OEFHI)

The Office of Employment and Fair Housing Investigations investigates complaints of alleged housing discrimination from NYCHA residents and applicants. If you believe you have been the subject of unlawful discrimination, or to refer a resident or an applicant, please call the Office of Employment and Fair Housing Investigations at **212-306-4468** or visit us at **250 Broadway, 3rd floor, New York, NY**.

