

HOW TO REQUEST REASONABLE ACCOMMODATION UNDER THE AMERICANS WITH DISABILITY ACT (ADA)

North Capitol Collaborative, Inc. and the Department of Human Services (OHS) are committed to providing reasonable accommodation to its clients/customers to ensure that individuals with disabilities enjoy all opportunities while participating in the FRSP program.

You can request an RA during your assigned participation in the North Capitol Collaborative FRSP program. There are several ways to request an RA. The best option is to discuss your RA need with your assigned Family Support Worker (FSW). If you need help completing the form, staff at the shelter must help you.

The client must complete:

- [Reasonable Accommodation Request Form](#). The form can be given to your assigned Family Support Worker (FSW) or emailed to Erica Coston, NCCI ADA Liaison @ ecoston@north-cap.org

If your disability is “apparent” or obvious. DHS may waive the need for medical documentation or forms to get what you need.

If your disability is not “apparent,” you may need to document your RA request to approve it. If requested, your provider will be required to complete:

- [Medical Questionnaire for Reasonable Accommodation Request](#). The completed medical form must be returned to the requestor.

After you have made the RA request and included documentation (if it is required), NCCI's ADA liaison will submit the RA package to DHS. Then, the DHS ADA Coordinator will decide whether your RA is approved.

What Kind of Documentation Does DHS Require For An RA Request?

If your disability is apparent, you should not be required to provide any documentation to have your RA request approved by DHS. Also, suppose DHS already has copies of documentation about your disability and RA need for an RA that was approved by DHS before. You may not need to submit the same information again in that case. Sometimes, DHS does not keep copies of records they should have, and they might ask you again.

If your disability is not apparent, you may need to document your disability need(s) to DHS. The documentation needs to come from a professional who knows about your disability. For example, the documentation could come from a doctor, social worker, rehabilitation counselor, or other medical professional.

The documentation you must submit with your RA request is not the same as a medical record. The documentation you must provide is much more limited than a medical record.

The only information you need to submit is a letter that should include the following three pieces of information:

1. The RA that you need;
2. The relevant disability; and
3. What is the connection between your disability (or disabilities) and the RA needed?
It would be helpful if this third party explained how having the RA will help you access housing in a way that you can't without the RA.

The following information is very helpful to include in the letter but not required:

1. Barriers experienced without the RA (i.e., having worse symptoms, increased doctor/hospital visits, or having to increase your medication);
2. What bad things may happen in the future if you do not get the RA you are requesting;
3. A phone number or email that DHS can use to contact the person who wrote the letter

Approving Reasonable Accommodations

. Depending on the request, DHS has 15 days to approve and meet accommodation verification.

You Received A Decision On Your RA Request. What now?

Upon approval, DHS will give you an official decision form to sign. You do not have to sign it if you don't want to. DHS will provide the RA at no cost to you. Once an RA is approved, all shelter locations must provide you with the approved RA.

If DHS denies your RA request and you think the decision is wrong, you can appeal the decision by following the [Appeal Process](#). You can include any additional information about your need for an RA. Sometimes, it can be helpful to get another letter from a professional who knows about your disability.

DHS will review your appeal and decide if the denial was wrong. You must appeal DHS' decision within 60 days of receiving your denial.

Do You Need Help Filling out your RA request or Have Questions About the RA Process?

Request assistance from your assigned FSW or NCCI ADA Liaison if help is needed to fill out the appeal form. There is no limit to how many times you can submit an RA request.

To learn more about making an RA request and how to complain. If you believe that your rights have been ignored or violated or have been discriminated against,

you have the right to file a complaint with DC government agencies or in court.

You can file a complaint in any of the following ways:

1. Within 60 days of the decision, **contact the DC Department of Human Services (DHSJ, ADA Coordinator)** at (202) 724-5055 phone, (202) 727-3366 for TTY or Email ODR@dc.gov from Monday to Friday, 8:45 am to 4:45 pm, to file a complaint of disability discrimination or violation of disability rights.
2. **Mail or file an online complaint to the Department of Justice.** 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section-1425, Washington, DC 20530 or <https://www.justice.gov/civil/contact-division>
3. **Call or email the D.C. Office of Human Rights** at (202) 727-4559 or (800) 643-3769 or 711 for TTY. Email: ohr@dc.gov, from Monday to Friday, 8:30 am to 5 pm. They will interview you to investigate and process your complaint.
4. **File a lawsuit** in D.C. Superior Court or federal court. You may want to seek legal advice if you decide to file a lawsuit (see below). See below for free representation.

How to Get Help Appealing or Filing a Complaint

To help you understand your rights and to represent you in appeals or complaints, free lawyers may be available from:

- The Washington Legal Clinic for the Homeless at (202) 328-5500 or <https://www.legalclinic.org>
- Legal Aid Society of the District of Columbia at (202) 628-1161. <https://www.legalaiddc.org>
- Bread for the City at (202) 386-7616 (SE Center) or (202) 265-2400 (NW Center) or <https://breadforthe-city.org/legal>.