

PART II: POLICIES RELATED TO PERSONS WITH DISABILITIES

2-II.A. Overview

One type of disability discrimination prohibited by the Fair Housing Act is the refusal to make reasonable accommodation in rules, policies, practices, or services when such accommodation may be necessary to afford a person with a disability the equal opportunity to use and enjoy a program or dwelling under the program.

HACCC must ensure that persons with disabilities have full access to HACCC's programs and services. This responsibility begins with the first inquiry of an interested family and continues through every programmatic area of the HCV program.

HACCC Policy

HACCC will ask all applicants and participants if they require any type of accommodations, in writing, on the intake application, reexamination documents, and notices of adverse action by HACCC, by including the following language:

- " If you or anyone in your family is a person with disabilities, and you require a specific accommodation in order to fully utilize our programs and services, please contact the 504/ADA Coordinator."
- A specific name and phone number will be indicated as the contact for requests for accommodation for persons with disabilities.

2-II.B. Definition Of Reasonable Accommodation

A reasonable accommodation is an adjustment made to a rule, policy, practice, or service that allows a person with a disability to have equal access to the HCV program. For example, reasonable accommodations may include making home visits, extending the voucher term, or approving an exception payment standard in order for a participant to lease an accessible dwelling unit.

Federal regulations stipulate that requests for accommodations will be considered reasonable if they do not create an "undue financial and administrative burden" for HACCC, or result in a "fundamental alteration" in the nature of the program or service offered. A fundamental alteration is a modification that alters the essential nature of a provider's operations.

Types of Reasonable Accommodations

When it is reasonable (see definition above and in Section 2-II-E), HACCC must modify normal procedures to accommodate the needs of a person with disabilities. Examples include:

- Permitting applications and reexaminations to be completed by mail
- Conducting home visits

- Using higher payment standards (either within the acceptable range or with HUD approval of a payment standard outside HACCC range) if HACCC determines this is necessary to enable a person with disabilities to obtain a suitable housing unit
- Providing time extensions for locating a unit when necessary because of lack of availability of accessible units or special challenges of the family in seeking a unit
- Permitting an authorized designee or advocate to participate in the application or certification process and any other meetings with HACCC staff
- Displaying posters and other housing information in locations throughout HACCC's office in such a manner as to be easily readable from a wheelchair

2-II.C. Request For An Accommodation

If an applicant or participant indicates that an exception, change, or adjustment to a rule, policy, practice, or service is needed because of a disability, HUD requires that HACCC treat the information as a request for a reasonable accommodation, even if no formal request is made [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

The family must explain what type of accommodation is needed to provide the person with the disability full access to HACCC's programs and services.

If the need for the accommodation is not readily apparent or known to HACCC, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

HACCC Policy

HACCC may ask the family to make its request in writing using a reasonable accommodation request form provided by HACCC. However, HACCC will consider an accommodation request any time a family indicates that an accommodation is needed, regardless of whether the request is submitted in writing, and regardless of whether the request is submitted on HACCC's Reasonable Accommodation form.

The family must explain what type of accommodation is needed to provide the person with the disability full access to HACCC's programs and services.

If the need for the accommodation is not readily apparent or known to HACCC, the family must explain the relationship between the requested accommodation and the disability. There must be an identifiable relationship, or nexus, between the requested accommodation and the individual's disability.

The request for a reasonable accommodations/reasonable modifications need not use a specific written form and need not mention the Fair Housing Act, Section 504, or the ADA, or use the phrase "reasonable accommodation" or "reasonable modification." Requests for accommodation

will be evaluated and decided upon by the Section 504 Coordinator and/or another staff member trained in and knowledgeable about fair housing and reasonable accommodations.

2-II.D. Verification of Disability

The regulatory civil rights definition for persons with disabilities is provided in Exhibit 2-1 at the end of this chapter. The definition of a person with a disability for the purpose of obtaining a reasonable accommodation is much broader than the HUD definition of disability, which is used for waiting list preferences and income allowances.

Before providing an accommodation, HACCC must determine that the person meets the definition of a person with a disability, and that the accommodation will enhance the family's access to HACCC's programs and services.

If a person's disability is obvious or otherwise known to HACCC, and if the need for the requested accommodation is also readily apparent or known, no further verification will be required [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

If a family indicates that an accommodation is required for a disability that is not obvious or otherwise known to HACCC, HACCC must verify that the person meets the definition of a person with a disability, and that the limitations imposed by the disability require the requested accommodation.

When verifying a disability, HACCC will follow the verification policies provided in Chapter 7. All information related to a person's disability will be treated in accordance with the confidentiality policies provided in Chapter 16. In addition to the general requirements that govern all verification efforts, the following requirements apply when verifying a disability:

- Third-party verification must be obtained from an individual identified by the family who is competent to make the determination. A doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability may provide verification of a disability [Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act]
- HACCC must request only information that is necessary to evaluate the disability-related need for the accommodation. HACCC will not inquire about the nature or extent of any disability.
- Medical records will not be accepted or retained in the participant file.

2-II.E. Approval/Denial of a Requested Accommodation

[Joint Statement of the Departments of HUD and Justice: Reasonable Accommodations under the Fair Housing Act].

HACCC must approve a request for an accommodation if the following three conditions are met:

- The request was made by or on behalf of a person with a disability.
- There is a disability-related need for the accommodation.
- The requested accommodation is reasonable, meaning it would not impose an undue financial and administrative burden OR it fundamentally alters the nature of HACCC's HCV operations (including the obligation to comply with HUD requirements and regulations).

Requests for accommodations must be assessed on a case-by-case basis, taking into account factors such as the cost of the requested accommodation, the financial resources of HACCC at the time of the request, the benefits that the accommodation would provide to the family, and the availability of alternative accommodations that would effectively meet the family's disability-related needs.

Before making a determination whether to approve or deny the request, HACCC may enter into discussion and negotiation with the family, request more information from the family, or may require the family to sign a consent form so that HACCC may verify the need for the requested accommodation.

HACCC Policy

After a request for an accommodation is presented, HACCC will respond, in writing, within 15 business days.

If HACCC denies a request for an accommodation because it is not reasonable (it would impose an undue financial and administrative burden and fundamentally alter the nature of the HACCC's operations), the notice will inform the family of the right to appeal HACCC's decision through an informal hearing (if applicable, see Chapter 16).

If HACCC denies a request for an accommodation because it is not reasonable (it would impose an undue financial and administrative burden and fundamentally alter the nature of HACCC's operations), HACCC will discuss with the family whether an alternative accommodation could effectively address the family's disability-related needs without a fundamental alteration to the HCV program and without imposing an undue financial and administrative burden.

If HACCC believes that the family has failed to identify a reasonable alternative accommodation after interactive discussion and negotiation, HACCC will notify the family, in writing, of its determination within 15 business days from the date of the most recent discussion or communication with the family.

2-II.F. Program Accessibility for Persons with Hearing or Vision Impairments

HUD regulations require HACCC to ensure that persons with disabilities related to hearing and vision have reasonable access to HACCC's programs and services [24 CFR 8.6].

At the initial point of contact with each applicant, HACCC shall inform all applicants of alternative forms of communication that can be used other than plain language paperwork.

HACCC Policy

To meet the needs of persons with hearing impairments, TTD/TTY (text telephone display / teletype) communication will be available.

To meet the needs of persons with vision impairments, large-print and audio versions of key program documents will be made available upon request. When visual aids are used in public meetings or presentations, or in meetings with HACCC staff, one-on-one assistance will be provided upon request.

Additional examples of alternative forms of communication are sign language interpretation; having material explained orally by staff; or having a third party representative (a contractor of the Authority, a friend, relative or advocate, requested by the applicant) to receive, interpret and explain housing materials and be present at all meetings.

2-II.G. Physical Accessibility

HACCC must comply with a variety of regulations pertaining to physical accessibility, including the following:

- PIH 2002-01 (HA), Accessibility Notice
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990
- The Architectural Barriers Act of 1968
- The Fair Housing Act of 1988

HACCC's policies concerning physical accessibility must be readily available to applicants and participants. They can be found in three key documents:

- This plan describes the key policies that govern HACCC's responsibilities with regard to physical accessibility.

Notice PIH 2006-03(HA) Accessibility Notice (which must be posted in the HCV offices in a conspicuous place) summarizes information about pertinent laws and implementing regulations related to non-discrimination and accessibility in federally funded housing programs.

- HACCC Agency Plan provides information about self-evaluation, needs assessment and transition plans.

The design, construction, or alteration of HACCC facilities must conform to the Uniform Federal Accessibility Standards (UFAS). Newly constructed facilities must be designed to be readily accessible to and usable by persons with disabilities. Alterations to existing facilities must be accessible to the maximum extent feasible, defined as not imposing an undue financial and administrative burden on the operations of the HCV program.

When issuing a voucher to a family that includes an individual with disabilities, HACCC will include a current list of available accessible units known to HACCC and will assist the family in locating an available accessible unit, if necessary.

In general, owners must permit a family to make reasonable modifications (structural changes) to the unit if such modifications may be necessary to afford a person with a disability full enjoyment of the premises. However, an owner who is not a recipient of federal financial assistance is not required to pay for the modification. In some circumstances, the owner may require that the unit be restored to its original state at the family's expense when the family moves. (Joint Statement on Reasonable Modifications.) HACCC will address requests for reasonable modification using the same process described above for reasonable accommodations.

2-II.H. Denial or Termination of Assistance

HACCC's decision to deny or terminate the assistance of a family that includes a person with disabilities is subject to consideration of reasonable accommodation [24 CFR 982.552 (2)(iv)].

When applicants with disabilities are denied assistance, the notice of denial must inform them of HACCC's informal review process and their right to request an informal hearing. In addition, the notice must inform applicants with disabilities of their right to request reasonable accommodations to participate in the informal review process.

When a participant family's assistance is terminated, the notice of termination must inform them of HACCC's informal hearing process and their right to request a hearing and reasonable accommodation.

When reviewing reasonable accommodation requests, HACCC must consider whether any mitigating circumstances can be verified to explain and overcome the problem that led to HACCC's decision to deny or terminate assistance. If a reasonable accommodation will allow the family to meet the requirements, HACCC must make the accommodation.

Additionally, HACCC must provide any reasonable accommodations necessary for persons with disabilities to participate in the hearing process.

