

BCHA Reasonable Accommodation Process

The need for Reasonable Accommodation does not need to be written; the request could come through a verbal clue, a complaint, a requested work order, etc. The applicant/tenant must have a verified or verifiable disability .If the applicant/tenant is not receiving disability income or Social Security benefits, the disability must be verified through a licensed care provider.

Applicant/tenant would provide authorization to BCHA to verify disability with his/her licensed care provider. The Verification of disability would be sent via fax, email and/or USPS mail. Three attempts at attaining verifications are made.

Once confirmation of disability is received, applicant/tenant is notified via letter. Prior to the letter being mailed with a copy of the approval from the licensed care provider, the paperwork is scanned into the system and saved in the applicant/tenant's digital record.

The 504 Coordinator would then process the Reasonable Accommodation. If the Verification of Disability is necessary, the applicant/tenant completes both sets of paperwork to expedite process.

Applicant/Tenant completes the following forms.

- 1) Applicant/Tenant completes Request for A Reasonable Accommodation
- 2) Special Accommodation Needed
- 3) Provider Contact Information

Upon receipt of the completed forms 504 Coordinator contacts licensed care provider via fax, email and/or USPS mail. Three attempts for authorization are made.

Once confirmation of the Reasonable Accommodation is made, applicant/tenant is notified via letter. Prior to the letter being mailed with a copy of the approval from the licensed care provider, the paperwork is scanned into the system and saved in the applicant/tenant's digital record. The Reasonable Accommodation spreadsheet is updated and all paperwork from the letter mailed to the applicant/tenant to the approval are scanned into the Reasonable Accommodation appropriate FYE file.

If the licensed care provider is unable to provide authorization or verification of the Reasonable Accommodation, the 504 Coordinator will send an initial denial of assistance. Other reasons the Reasonable Accommodation can be denied are:

- Public Housing Authority (PHA) can deny the request if the request was not made by or behalf of a person with disabilities.
- No nexus; no disability related need
- It poses an undue financial and administrative burden.
 - o Document cost analysis
 - o financial resources of the PHA
 - o Benefits the accommodation would provide to the applicant/tenant
 - o Availability of alternative accommodations
- The Reasonable Accommodation will fundamentally alter the nature of Public Housing
- Reasonable Accommodation will pose a direct threat.

Applicant/Tenant will have 10 days to grieve the initial denial with the 504 Coordinator and an informal review officer.

At the informal review, the review officer will hear the reasons the initial denial should be overturned. Applicant/tenant can provide supporting documentation to have the decision overturned.

KEY INFORMATION

- No person shall be subjected to discrimination because of
 - race, color, religion, sex, handicap/disability, familial status or national religion
 - in the sale, rental, or advertising of dwellings, in the provision of brokerage services in or in the availability of residential real estate-related transactions
- Illinois protects people from discrimination based on
 - Ancestry, age (at least 40 years old) marital status, military status, order of protection status, sexual orientation, and unfavorable discharge from the military.
- BCHA protects people from discrimination based on
 - Student Status