



DISABILITY RIGHTS NEW YORK

Protection & Advocacy and Client Assistance Program Services in the 12th Congressional District

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BACKGROUND

Disability Rights New York (DRNY) is the designated organization to provide the federal Protection & Advocacy System and the Client Assistance Program services to New Yorkers with disabilities. This Report provides an overview of the services, from June 1, 2013 to December 31, 2016, that DRNY has provided to individuals with disabilities living in New York's 12th Congressional District. These services are provided pursuant to the following eight federal programs.

Protection & Advocacy for Individuals with Mental Illness

DRNY serves people with a diagnosis of significant mental illness or emotional impairment and prioritizes services to individuals in a facility receiving care and treatment and has the ability to investigate complaints of neglect and abuse.

Protection & Advocacy for Individuals with Intellectual and Developmental Disabilities

DRNY serves people with developmental disabilities, including, intellectual disabilities, autism, epilepsy, cerebral palsy and neurological impairments.

Protection & Advocacy of Individual Rights

DRNY serves individuals with disabilities who do not qualify for any other protection and advocacy services. It is not limited to people with a specific disability or facing a certain issue.

Protection & Advocacy for Traumatic Brain Injury

DRNY serves people with a traumatic brain injury (TBI). This includes working to ensure “due process” within the “New York State TBI Waiver” program, and appropriate services to all individuals, including those not participating in the waiver. DRNY provides services to ensure individuals with TBI have access to comprehensive, high quality health care services.

Protection & Advocacy for Voting Access

DRNY helps individuals with disabilities have full participation in the electoral process. DRNY educates, trains and assists individuals with participating in the electoral process. These efforts include ensuring physical accessibility of polling places and informing people about the rights of voters with disabilities.

Protection & Advocacy for Assistive Technology

DRNY helps people with disabilities with services related to assistive technology devices or services. This includes investigating and negotiating access to assistive technology devices, as well as outreach efforts.

Protection & Advocacy for Beneficiaries of Social Security

DRNY serves people with disabilities who receive Social Security Disability Insurance (SSDI) or Supplementary Security Income (SSI), and who are trying to return to work, gain employment, or receive certain employment-related training and services. DRNY educates beneficiaries about Social Security's work incentives and provides advice about vocational rehabilitation and employment services.

Client Assistance Program

DRNY assists people with disabilities who have questions or have encountered problems while receiving or applying for vocational rehabilitation (VR) services from state VR agencies. DRNY also advocates for those who receive services from Independent Living Centers and for those applying for or receiving services from Tribal VR offices.

CLIENTS

The most recent U.S. Census Bureau estimates show that there are 58,045 individuals with disabilities living in the 12th Congressional District. DRNY has handled 229 Service Requests for 179 distinct clients. These individuals lived in 27 of the 51 zip codes in the 12th Congressional District. Over this 43 month period, DRNY averaged 5.33 Service Requests per month from individuals in this District.

Clients by Age

DRNY has assisted some of the most vulnerable individuals in the 12th Congressional District. 16 unique clients were residents of nursing homes, hospitals, correctional facilities, rehabilitation facilities, and youth-focused residential facilities. Of the residents living in the community, 10, or nearly 5.59% of DRNY's unique clients were under 18. According to census data, individuals under 18 account for only 4.28% of civilian, non-institutionalized individuals with a disability in the 12th Congressional District. The following table shows that 33.52% of DRNY's clients are age 55 or older. Demographic information is not required to receive DRNY services, and so we lack age information on 1 individual.

Age Group	Number of Individuals	Percentage of Total
Under 5 Years Old	2	1.12%
5-9 Years	3	1.68%
10-14	6	3.35%
15-19	3	1.68%
20-24	9	5.03%
25-34	14	7.82%
35-44	30	16.76%
45-54	51	28.49%
55-59	20	11.17%
60-64	13	7.26%
65 or Older	27	15.08%

Clients from Under-Represented Groups

DRNY affirmatively seeks to provide services to historically under-represented groups. The following charts compare race and ethnicity demographics for the entire 12th Congressional District with that of DRNY's clients in the 12th Congressional District. DRNY does not require demographic information from our clients as a pre-requisite for services, so for 32 clients, race information is incomplete or unavailable, and for 17 clients ethnicity information is incomplete or unavailable.

Race	Estimate	As Percentage	DRNY Clients	As Percentage
Total population	733,946		147	
One race	708,232	96.50%	139	94.56%
White	536,679	73.12%	96	65.31%
Black or African American	36,162	4.93%	33	22.45%
American Indian and Alaska Native	1,445	0.20%	1	0.68%
Asian	104,451	14.23%	9	6.12%
Native Hawaiian and Other Pacific Islander	258	0.04%	0	0.00%
Some other race	29,237	3.98%	0	0.00%
Two or more races	25,714	3.50%	8	5.44%

Hispanic or Latino Origin	12 th Congressional District	% of Total	DRNY Clients	% of Total
Total population	733,946		162	
Hispanic or Latino (of any race)	99,792	13.60%	28	17.28%
Not Hispanic or Latino	634,154	86.40%	134	82.72%

SERVICE REQUESTS

DRNY provided full case services in 115 of the requests for services, 50.22% of the total 229 Service Requests. DRNY provided Information and Referral (I&R) services to the remaining 114 requests.

DRNY makes appropriate referrals to other agencies in those matters where the issues are outside DRNY's priorities, or because DRNY lacks the resources to undertake the matter. DRNY will also provide information regarding the clients' rights and available options. These matters vary from consumer financial issues, evictions, or other legal issues that are unrelated to the client's disability.

Service Requests by Program

7 of DRNY's programs provided case services to at least one constituent in the 12th Congressional District.

SR Type	CAP	PAAT	PABSS	PADD	PAIMI	PAIR	PATBI	Grand Total
Case Services	17	9	5	5	21	52	6	115
I & R	10	2	4	7	53	37	1	114
Grand Total	27	11	9	12	74	89	7	229

Service Request Response Time

82 of these Service Requests were resolved in less than 7 days.

110 of these were resolved in less than 14 days.

Areas Covered by Service Requests

- 5 involved education issues
- 30 involved employment, including discrimination in hiring, unlawful termination, wage and hour issues, and assisting clients with SSI due to employment efforts
- 39 involved housing issues, including housing discrimination
- 16 involved issues of abuse and neglect, including the failure to provide appropriate treatment for mental health or other serious medical problems, inappropriate medication, or physical restraint
- 23 involved clients seeking assistance with obtaining or maintaining benefits including VR services, SSI, SSDI, Medicaid, or other forms of health insurance
- 12 involved healthcare issues including admission, transportation and discharge issues involving residential care or treatment facilities

Representative Issues

- Obtained a wheelchair for client who was denied access from medical provider
- Advocated for client's landlord to pay for an accessible hotel space while the elevators was being repaired in client's apartment building
- Represented a client to obtain a reasonable accommodation from employer to transfer to another job location so the client could continue to work
- Ensured client with TBI received Medicaid funded services to stay in his home
- Advocated for a client whose landlord improperly classified a personal attendant in his home as a tenant so the landlord could charge higher rent
- When the client was terminated after requesting an accommodation, DRNY filed a complaint and obtained a financial settlement

PROJECTS

In addition to serving clients individually through Service Requests, DRNY operates a number of projects ranging from ongoing outreach efforts, investigation and monitoring of service providers, and systemic litigation to advance the rights of people with disabilities.

One of DRNY's core projects is to ensure that people with disabilities are not deprived of their right to self-determine and exercise decision making. DRNY, in partnership with the Developmental Disabilities Planning Council (DDPC) and the City University of New York Hunter College, has embarked on a five-year pilot to explore Surrogate Decision Making (SDM) as a lesser restrictive alternative to guardianship. SDM provides people with intellectual and developmental disabilities with the individualized supports and services necessary to make informed decisions about all aspects

of everyday living. SDM emphasizes that individuals with disabilities have the right and ability to make important decisions impacting their lives.

DRNY, in conjunction with Mental Hygiene Legal Service for the First Judicial Department (MHLS), conducted an investigation which uncovered unusually high usage of mechanical restraints on patients at Bellevue Hospital Center as compared to other public hospitals in New York City. The report, titled, “Investigation Report: Use of Restraints on Psychiatric Patients at Bellevue Hospital Center,” revealed that Bellevue’s high incidence of mechanical restraint usage on psychiatric patients is a significant area of concern. As Bellevue’s own policy states, restraint use “has the potential to produce serious consequences, such as physical and psychological harm, loss of dignity, violation of an individual’s rights, feelings of isolation and even death.” DRNY continues to seek changes to ensure the safety of New Yorker’s at Bellevue Hospital Center.

DRNY also filed a lawsuit in the Eastern District of New York on behalf of a resident of New York City and a resident of Suffolk County who were deprived access to text 911. Individuals who have disabilities that impair their hearing or communication cannot immediately access 911 services because this District lacks text-to-911 services.

Investigations of Abuse and Neglect

DRNY investigated allegations of abuse and neglect including

- Physical restraint in schools
- Use of force and solitary confinement in prisons and jails
- Inadequate care in skilled nursing facilities
- Unsanitary conditions and poor care in facilities

Veteran’s Issues

New York State is home to nearly 900,000 veterans, many of whom could benefit from the advocacy of the Protection and Advocacy System. As a demonstration of DRNY’s ongoing support of veterans, we have several projects designed to engage, support and advocate for service members throughout New York.

- Conducting free day-long Continuing Legal Education courses to educate lawyers, and non-lawyers on how to advocate to obtain benefits, prepare claims and appeal decisions for Veterans Benefits
- Conducting 5 outreach events across New York State targeting veterans and collaborating with organizations and group that currently serve veterans
- Attending various military and Veteran Administration (VA) sponsored events including at libraries and VA hospitals
- Connecting with VA Medical Centers, organizations helping homeless and vulnerable veterans and legal service providers dedicated to veteran issues
- Working with and revitalizing veteran coalitions across New York State to identify issues where JAG cannot assist

Coalition Building

DRNY is also involved in forging coalitions between agencies on statewide issues like:

- Improving communication between students, families and schools in Special Education
- Ensuring that voter's with disabilities have access to a private accessible vote
- Expanding cultural competency and language access

Systemic Issues

DRNY also identifies and addresses systemic issues such as:

- Sidewalk and street accessibility
- Difficulties faced by individuals transitioning from various state-run facilities back to the community
- Barriers to integrated employment opportunities

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