



DISABILITY RIGHTS NEW YORK

Protection & Advocacy and Client Assistance Program Services in the 13th 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 13th 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 or Supplementary Security Income, 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, Commission for the Blind, 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 96,876 individuals with disabilities living in the 13th Congressional District. DRNY has handled 304 Service Requests for 244 distinct clients. These individuals lived in 18 of the 20 zip codes in the 13th Congressional District. Over this 43 month period, DRNY averaged 7.07 Service Requests per month from individuals in this District.

Clients by Age

DRNY has assisted some of the most vulnerable individuals in the 13th 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, 15, or nearly 6.15% of DRNY's unique clients were under 18. According to census data, individuals under 18 account for only 7.11% of civilian, non-institutionalized individuals with a disability in the 13th Congressional District. The following table shows that 25.82% 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 5 individuals.

Age Group	Number of Individuals	Percentage of Total
Under 5 Years Old	1	0.41%
5-9 Years	10	4.10%
10-14	1	0.41%
15-19	4	1.64%
20-24	13	5.33%
25-34	33	13.52%
35-44	41	16.80%
45-54	73	29.92%
55-59	29	11.89%
60-64	22	9.02%
65 or Older	12	4.92%

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 13th Congressional District with that of DRNY's clients in the 13th Congressional District. DRNY does not require demographic information from our clients as a pre-requisite for services, so for 46 clients, race information is incomplete or unavailable, and for 18 clients ethnicity information is incomplete or unavailable.

Race	Estimate	As Percentage	DRNY Clients	As Percentage
Total population	790,434		198	
One race	740,039	93.62%	185	93.43%
White	219,451	27.76%	73	36.87%
Black or African American	227,395	28.77%	108	54.55%
American Indian and Alaska Native	4,248	0.54%	0	0.00%
Asian	34,061	4.31%	3	1.52%
Native Hawaiian and Other Pacific Islander	511	0.06%	1	0.51%
Some other race	254,373	32.18%	0	0.00%
Two or more races	50,395	6.38%	13	6.57%

Hispanic or Latino Origin	13 th Congressional District	% of Total	DRNY Clients	% of Total
Total population	790,434		226	
Hispanic or Latino (of any race)	430,217	54.43%	63	27.88%
Not Hispanic or Latino	360,217	45.57%	163	72.12%

SERVICE REQUESTS

DRNY provided full case services in 179 of the requests for services, 58.88% of the total 304 Service Requests. DRNY provided Information and Referral (I&R) services to the remaining 125 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 13th Congressional District.

SR Type	CAP	PAAT	PABSS	PADD	PAIMI	PAIR	PATBI	Grand Total
Case Services	68	5	9	23	22	49	3	179
I & R	20	0	0	13	46	41	5	125
Grand Total	88	5	9	36	68	90	8	304

Service Request Response Time

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

109 of these were resolved in less than 14 days.

Areas Covered by Service Requests

- 18 involved education issues
- 34 involved employment, including discrimination in hiring, unlawful termination, wage and hour issues, and assisting clients with SSI due to employment efforts
- 42 involved housing issues, including housing discrimination
- 19 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
- 27 involved clients seeking assistance with obtaining or maintaining benefits including VR services, SSI, SSDI, Medicaid, or other forms of health insurance
- 21 involved healthcare issues including admission, transportation and discharge issues involving residential care or treatment facilities

Representative Issues

- Prevented client from being discriminatorily evicted from her home because she needed support services
- Assisted a client who was inappropriately terminated from a college program to ensure disciplinary records expunged
- Advocated for client to obtain a speech generating device that was being denied by the client's health insurance company
- Obtained \$2000 in compensation for client living in public housing who was improperly charged for utilities
- Assisted client who worked for 8 years with the same company to obtain a reasonable accommodation at work

PROJECTS

In addition to serving clients individually through Service Requests, DRNY operates a number of projects ranging from ongoing outreach efforts, presentations on specific topics, 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 youth and young adults in adult correctional facilities have access to appropriate educational services. DRNY represents a constituent of the 13th Congressional District who was deprived of an appropriate education in a gross violation of his rights under the Individuals with Disabilities Education Act (IDEA). NYS Department of Corrections and Community Services' (DOCCS) failed to identify, evaluate, provide special education supports and services, and comply with IDEA's most fundamental procedural safeguards

constituting a gross violation and warranting three years of compensatory education, supports and transition services. Through this representation, DRNY has determined that DOCCS has policies and practices which violate federal law and incarcerated individuals between the ages of 16 -21 in adult correctional facilities do not have access to a free and appropriate public education.

Another core project is investigating allegations of abuse and neglect against individuals with disabilities. DRNY conducted a year-long investigation into complaints of abuse and neglect against people with disabilities by the NYS DOCCS. DRNY issued a public report examining the Correctional Alternatives Rehabilitation Unit (CAR) and found multiple instances of abuse and neglect. DRNY continues to advocates for changes to improve conditions for people with disabilities.

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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