



STATE OF CONNECTICUT

DEPARTMENT OF SOCIAL SERVICES
OFFICE OF THE COMMISSIONER

RODERICK L. BREMBY
Commissioner

APPLICANT/RECIPIENT ADA PROCEDURE

TELEPHONE
(860) 424-5053

TDD/TTY
1-800-842-4524

FAX
(860) 424-5057

EMAIL
commis.dss@ct.gov

An applicant/recipient, with a disability or persons legally authorized to act on their behalf may make a verbal request to his or her caseworker for a reasonable accommodation. The caseworker will then forward the request to the Affirmative Action Division. If an applicant/recipient is reluctant to share this information with his/her caseworker, requests may be made directly to the Department's Affirmative Action Division at (860) 424-5040.

The Affirmative Action Division will review and respond to all requests for Reasonable Accommodation. Other participants in the decision making process may include, but are not limited to the applicant/recipient's caseworker and the applicant/recipient's medical provider.

All requests will be acknowledged and approved or denied in writing within twenty (20) working days of receipt, unless medical or technical evaluation is necessary.

Appeal Process

If an applicant/recipient's request for reasonable accommodation is not approved by the Affirmative Action Division, an appeal may be filed by the client or persons legally authorized to act on his/her behalf with the Deputy Commissioner for Programs. The address for filing an appeal is:

Deputy Commissioner, Programs & Administrative Services
Department of Social Services
55 Farmington Avenue
Hartford, CT 06105

Appeals must be in writing, and filed within ten (10) calendar days of the date of the written notification decision. If assistance is needed in filing the appeal, the applicant/recipient may request assistance from the Affirmative Action Division by calling (860) 424-5040.

55 FARMINGTON AVENUE • HARTFORD, CONNECTICUT 06105-3730

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