


GREATER BOSTON
LEGAL SERVICES
...and justice for all

July 14, 2017

VIA EMAIL

Ardyth Hulse
Client Assistance Coordinator
Dudley Square DTA
2201 Washington Street
Roxbury, MA 02119

Theresa Bougouneau
Dudley Square DTA
Client Assistance Coordinator
2201 Washington Street
Roxbury, MA 02119

Re: I ■ C ■■■■ (Agency ID ■■■■)

Dear Ardyth and Theresa:

I am writing on behalf of I ■ C ■■■■ to request that you make some changes to the accommodation currently listed in DTA's system for Ms. C ■■■■. Ms. C ■■■■ receives SNAP benefits, and she has a progressive neurological disorder known as Charcot-Marie-Tooth Disease. This disorder affects Ms. C ■■■■'s mobility; she now uses a wheelchair to get around. In addition, the disorder has caused progressive loss of sensation and weakening of Ms. ■■■■'s hands, such that use of her hands is declining.

Ms. ■■■■ also has anxiety and depression, which she thinks may be the cause of memory difficulties. Because of her memory issues, Ms. ■■■■ frequently cannot keep track of documents and deadlines.

Ms. ■■■■'s impairments therefore significantly impact her ability to do the things necessary to maintain her SNAP benefits, and she requests the following accommodations:

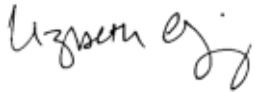
- Do not require Ms. ■■■■ to come to the DTA office in person. Conduct all business by phone and mail. (This is the current accommodation in the system.)
- When Ms. ■■■■ is required to fill out a form or other paperwork for her SNAP benefits, she asks that DTA call her to review the form with her over the phone and record her answers on the form, and then mail it to her for her signature. (Because of her memory difficulties, Ms. ■■■■ needs DTA to call her when it is time to complete a form.)

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- Call Ms. [REDACTED] to remind her of deadlines a week in advance of the deadline, such as when verifications are due or forms must be returned with her signature.
- Provide Ms. [REDACTED] with direct phone numbers for DTA staff who can reliably be reached by phone, including the Client Assistance Coordinators at the Dudley Sq. TAO and at least one local office manager.

Please involve me in any communication about this accommodation request. My email address is lginsburg@gbls.org and my phone number is 617-603-1624. Thank you for your attention to this request.

Sincerely,



Lizbeth Ginsburg
Senior Attorney
Welfare Law Unit