

Disability Rights Network of Pennsylvania

Protecting and Advancing the Rights of People with Disabilities

Intake System

The Disability Rights Network of Pennsylvania (DRN) operates an intake system to answer questions about disability rights, access to services, and abuse and neglect.

Our Mission

DRN is the federally mandated, independent, non-profit agency in Pennsylvania that protects and advocates for the rights of people with disabilities. DRN provides consumers with assistance to remedy rights violations including abuse and neglect. DRN is committed to the inclusion of people with disabilities in the community and empowerment through self-advocacy.

DRN provides free legal assistance to persons who experience discrimination based on their disability or who are wrongfully denied access to disability-related services. DRN also provides technical assistance on legal issues to attorneys and others and provides education and training on a variety of issues to consumers, families, advocates, and professionals.

DRN Intake System

DRN's intake system provides information about disability rights, access to services, and allegations of abuse and neglect.

When you contact the intake system, a person will take some general information about you and the issue you have called about.

Depending on the nature of your call, either an intake advocate or an intake attorney will contact you (usually within 3-5 business days) to discuss the issue further. An intake advocate will provide you with helpful information and when necessary, a referral to another agency that may be able to address your issue. In certain cases, you will be referred to a DRN advocate, who will provide you with more intensive individual assistances.

If your call raises legal issues, an intake attorney will contact you to obtain more detailed information. The intake attorney will then provide you with legal advice and/or an appropriate referral. In some cases, another DRN attorney will provide you with further legal assistance.

Examples of the types of cases that may be referred to a DRN advocate or attorney are:

- Employment discrimination, denials of reasonable accommodations, housing-related issues, and inability to obtain access to facilities or providers of services.
- Denials or termination of Medical Assistance services.

- Discrimination involving group homes.
- Allegations of abuse and/or neglect involving any individual with disability.
- Difficulty in accessing mental health, cognitive, developmental or physical disability services.
- Examples of the types of cases that are unlikely to be referred to a DRN advocate or attorney are: Criminal cases, Family Law Cases involving divorce, custody, or child support

Priorities

Due to our limited resources, DRN cannot provide individual services to every person with advocacy and legal issues. DRN emphasizes cases that have the potential to result in widespread, systemic changes to benefit persons with disabilities. While we cannot provide assistance to everyone, we do seek to provide every individual with information and referral options.

Individuals dissatisfied with the services they receive may use a grievance process to discuss their concerns. Please contact DRN to obtain information about starting the grievance process. In addition, DRN welcomes all feedback about the intake system. Please feel free to send any comments directly to the Executive Director of DRN.

For information in alternative formats or language other than English, contact DRN at

1-800-692-7443 Ext. 400

TTY: 1-877-375-7139

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Contact Information

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