

The NYC Department of Social Services Website Accessibility Statement

The NYC Department of Social Services is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

Conformance Status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

Feedback

We welcome your feedback on the accessibility of our digital content. Please let us know if you encounter accessibility issues by using the [Website Accessibility Feedback Form](#).

If you need assistance with a shelter issue, please call the DHS Office of the Ombudsman at 800-994-6494 or via email at ombudsman@dss.nyc.gov. If you have a disability and have a question or complaint regarding access at a DHS shelter, please reach out to Siu Cheng, DHS's Disability Services Facilitator at disabilityaffairs@dss.nyc.gov.

Assessment Approach

The New York City Department of Social Services assesses the accessibility of its digital content through self-evaluation using web accessibility tools and user testing.

Date

This statement was created on March 15, 2023