

NYC Department of Cultural Affairs Accessibility Progress Report 2024-2025

General

The New York City Department of Cultural Affairs (DCLA) is dedicated to supporting and strengthening New York City’s vibrant cultural life based on the conviction that arts and culture is for everyone. The agency uses its planning, funding, advocacy, technical assistance, and practices to help make participation in NYC’s cultural life—as artists, cultural workers, or audience members—increasingly accessible, inclusive, and equitable. As the largest municipal funder of arts and culture in the country, the agency provides support to over 1,000 non-profit cultural organizations. Ensuring there is public funding for nonprofit cultural organizations of all sizes and throughout the five boroughs is one of DCLA’s core goals.

DCLA published an accessibility plan in March 2024. This is the agency’s first annual progress report.

Statement of Commitment

DCLA is committed to eliminating any barriers to cultural access, DCLA strives (1) to develop and model strong policies in support of accessibility for and inclusion of people with disabilities, (2) to continually strengthen our policies and practices in this regard, and (3) to learn from members of the disability community and share best practices with the cultural community at large.

Disability Service Facilitator and Other Key Accessibility Information

- DCLA Disability Service Facilitator (DSF) for DCLA: Claire Hart, disabilityfacilitator@culture.nyc.gov, 31 Chambers Street, New York, NY 10007, (212) 298-8718.
- DCLA Office responsible for preparing and updating DCLA's 5-year plan: Office of Commissioner Laurie Cumbo; a link to the plan is posted on DCLA's website at [Accessibility](#).
- [DCLA Grievance Procedure](#)
- [DCLA Website Accessibility Statement](#)
- [DCLA Accommodations for People with Disabilities](#)

Feedback Process

DCLA welcomes feedback on the accessibility of its digital content. Anyone who encounters accessibility issues can provide feedback by using the [Website Accessibility Feedback Form](#).

Progress Report

Physical and Programmatic Access

As of May 2025, DCLA has:

- Provided grants to cultural non-profits through the Disability Forward Fund, which has awarded funding to CDF grantees with programming tailored to the disability community.

By May 2026, DCLA will:

- For city-owned building: DCLA will explore options for surveying the needs of employees and the public in its demised area in 2025-2026.
- For leased space: DCLA will explore options with the landlord for surveying accessibility.

Digital Access

As of May 2025, DCLA has:

- Followed the requirements of the NYC Office of Technology and Innovation (OTI) in all its digital operations.
- Adopted the City-licensed version of Salesforce, a cloud-based Customer Relationship Management (CRM) system, for its various program platforms and database operations.
- Websites for MFTA and Public Art underwent re-design, guided by OTI's requirements on accessibility.

By May 2026, DCLA will:

- Explore user experience for its Salesforce platform across DCLA programs through feedback from users.
- Continue to use online platforms and/or hybrid meetings, when appropriate, for inclusive participation in meetings, including options for phone links and closed captions.
- Continue to ensure that all agency videos posted on DCLA's website are captioned, as is our longtime practice.
- Continue current use of alt text in social media posts and exploring use of captions for Instagram videos wherever feasible.

Effective Communications

As of May 2025, DCLA has:

- Used communication equipment to enhance communication.
- Used hybrid meetings.
- Used alt text in social media posts.

By May 2026, DCLA will:

- Use portable microphones for meetings, when appropriate.
- DCLA will continue its current use of online platforms.
- Wherever feasible, DCLA will use hybrid meetings for inclusive participation.
- Expand upon its current use of alt text in social media.
- Continue to offer alternative-format materials to the public, job applicants and employees as needed.

- Continue to ensure that the availability of accommodations is publicized for events and invitations and includes access information for the event and the contact information for DCLA's Disability Service Facilitator (DSF).

Workplace Inclusion

As of May 2025, DCLA has:

- **Inclusive Hiring and Recruitment:**
 - Ensured that recruitment, assessment, and onboarding process are fair to all applicants and potential employees.
 - Included inclusive language and information on the accessibility of the application and interview process.
 - Interviews were conducted in accessible spaces with options for remote platforms, if needed for an accessibility accommodation.
 - New employees received comprehensive onboarding that included information on accessibility policies and available accommodations.
 - Followed the City's EEO Policies.
- **Training and education:** Ensured DCLA employees, including new hires, received and completed the Citywide mandated EEO trainings in accordance with the Citywide training schedule and certify completion, including Disability Awareness & Etiquette training.

By May 2026, DCLA will:

- Continue to comply with the City's Equal Employment Opportunity Policy to ensure that its workplaces are free from discrimination, harassment, and retaliation. This includes compliance with the City's Reasonable Accommodation Policy.

Consultations and Feedback

Since the publication of DCLA's proposed plan, DCLA has been fortunate to receive public comments. This feedback reflects the expertise, generosity and dedication of both the authors of the comments and the

colleagues and organizations they represent. DCLA welcomes ongoing feedback from the disability community, disability artists, cultural organizations and the public at large.

Conclusion

The workforce of DCLA is small for a NYC agency – but has an extensive reach into the cultural community. In all of its operations with respect to accessibility, DCLA has worked to model best practices and will continue to do so for the purposes of training others and expanding and improving its own practices.