

NYC Department for Aging Local Law 12 Annual Progress Report 2024-2025

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Introduction

Local Law 12 of 2023 (“Local Law 12”), codified as section 23-1004 of the NYC Administrative Code, requires agencies to prepare and publish 5-year Accessibility Plans using a template provided by the Mayor’s Office for People with Disabilities (“MOPD”). The Department for the Aging (“NYC Aging”) published its 5-year Plan on March 15, 2024. The law also mandates that agencies publish an annual progress report that addresses the five areas identified in section (b)(2) of Local Law 12 (NYC Admin Code § 1004(b)(2)):

- Physical Access;
- Digital Access;
- Programmatic Access;
- Effective Communications; and
- Workplace Inclusion

This report, in compliance with Local Law 12, outlines NYC Aging’s progress towards achieving the goals of its 5-Year Accessibility Plan.

General Information

Disability Service Facilitators (DSFs)

Sandy March and Heava Lawrence-Challenger
2 Lafayette Street, 7th Floor, New York, NY 10007
Accessibility@Aging.nyc.gov

Notice of Rights and Grievance Procedures can be found at:

<https://www.nyc.gov/site/dfta/about/nyc-aging-website-accessibility-statement.page>
(See also Appendix A)

Website Accessibility Statement can be found at:

<https://www.nyc.gov/site/dfta/about/nyc-aging-website-accessibility-statement.page>
(See also Appendix B)

To submit feedback on NYC Aging’s website accessibility, go to:

<https://www.nyc.gov/site/dfta/about/nyc-aging-website-accessibility-feedback-form.page>.

Feedback Process: NYC Aging welcomes feedback on accessibility issues at our agency or related to our programs and services. Feedback can be submitted by emailing Accessibility@Aging.nyc.gov.

Agency Background and Mission

The Department for the Aging (“NYC Aging,” “the Department,” or “the Agency”), promotes, administers, and coordinates the development and provision of services for older New Yorkers to help them maintain their independence and participation in their communities. NYC Aging supports a broad range of services, both directly and through approximately 400 direct service contracts. Programs include Older Adult Centers, Home Delivered Meals, Naturally Occurring Retirement Communities (NORCs), Home Care, Transportation, Case Management, Caregiver Support Services, Foster Grandparent, Older Adult Employment, Elderly Crime Victims Resource Center, Elder Justice, Mental Health Initiatives, and Tenancy and Eviction Support Services. In addition, NYC Aging operates Aging Connect, an information and referral contact center for older adults and their families, which refers callers to resources, services, and opportunities in their community.

NYC Aging’s mission is to work to eliminate ageism and ensure the dignity and quality-of-life of New York City’s diverse older adults, and for the support of their caregivers, through service, advocacy, and education.

To learn more about NYC Aging’s programs and services, go to:

<https://www.nyc.gov/site/dfta/services/find-help.page>

Accessibility Statement

NYC Aging is deeply committed to ensuring its workplace, services and programs are accessible to and inclusive of individuals with disabilities, and that they can participate fully and meaningfully in all its activities. NYC Aging strives to meet the needs and preferences of individuals with disabilities, and to provide the accommodations and supports needed to enhance accessibility.

Progress Report

Physical Access

NYC Aging operates out of a City-owned building located at 2 Lafayette Street, New York, New York 10007. The entrance to the building and all demised areas are accessible to individuals who use a wheelchair or other mobility devices. Additionally, staff are regularly informed by the agency’s Equal Employment Opportunity (EEO) Officer of their right to an accessible environment and how to request a reasonable accommodation, if needed.

As of May 2025, NYC Aging has:

- Created a Disability Access Workgroup inclusive of staff with physical disabilities to provide input on the implementation of the Proposed Plan.
- Monitored its space to identify any barriers to physical access that might have arisen since initial assessment.

By May 2026, NYC Aging will:

- Recruit additional members for the Disability Access Workgroup.
- Assess the agency's proposed new location for accessibility, once relocation is confirmed.

Programmatic Access

As required by law, NYC Aging and its contracted providers aim to provide equal access to its services and programs for all older adults, including those with disabilities.

As of May 2025, NYC Aging has:

- Worked with Sirovich Older Adult Center to reactivate an induction loop at the site to provide access to individuals who are hard of hearing.
- Renovated or relocated six older adult centers to ensure ADA compliance.
- Explored funding opportunities to modify or relocate inaccessible sites.
- Assessed venues for in-person events for accessibility.

By May 2026, NYC Aging will:

- Fund the replacement of the sound system at Sirovich Older Adult Center.
- Continue to explore opportunities to modify or relocate inaccessible sites.

Digital Access

NYC Aging is committed to making its digital content accessible to and usable by everyone, including those with disabilities. NYC Aging employees who create digital content adhere to laws and standards relating to digital accessibility relevant to the

content they create. Content creators also follow guidelines for website accessibility established by the NYC Office of Technology and Innovation (OTI) and MOPD.

As of May 2025, NYC Aging has:

- Designated a Digital Inclusion Officer (DIO), who serves as the main point person on digital accessibility within the agency, and is also the liaison to OTI and MOPD on digital accessibility issues.
- Provided close captioning for virtual meetings.
- Reviewed the agency's new client information database with NonVisual Desktop Access (NVDA), a screen reading tool, to confirm it is accessible to users who have low vision or are blind.
- Reviewed the agency's website to ensure accessibility.
- Ensured that digital publications are accessible using guidelines established by OTI, MOPD, and other established compliance guidelines.

By May 2026, NYC Aging will:

- Continue to review and update digital content for accessibility.
- Work with OTI and MOPD to identify digital assets to prioritize for accessibility enhancements over the next year.
- Identify training needs within the agency and collaborate with OTI and MOPD to organize trainings for staff.

Effective Communications

It is NYC Aging's policy to ensure that communication with individuals with disabilities is appropriate to their needs and preferences.

As of May 2025, NYC Aging has:

- Reviewed public facing documents to ensure that they are in plain, easy-to-understand language.
- Ensured publications are accessible by using compliance guidelines.
- Modified its Incident/Accident form, utilized by internal and external programs, to make it more accessible based on feedback from users who have low vision or are blind.

By May 2026, NYC Aging will:

- Continue to train staff on policies and procedures for accommodation requests to ensure continued awareness among current staff, and to inform new staff.
- Explore mechanisms or resources for providing in-person interpretation services, including sign language interpretation.
- Develop a communication card to aid in-person interactions with people who are deaf or hard of hearing.

Workplace Inclusion

NYC Aging strives to make its workplace disability inclusive and works to ensure that the agency is in compliance with legal mandates and guidelines for making the workplace inclusive to individuals with disabilities.

As of May 2025, NYC Aging has:

- Conducted agency-wide Disability Etiquette and Awareness Training.
- Conducted EEO training, including on reasonable accommodations, for staff.
- Continued to participate in the 55-a Program to hire people with disabilities for competitive positions.

By May 2026, NYC Aging will:

- Continue to provide agency-wide trainings on disability awareness and inclusion.

Consultation and Feedback

NYC Aging works with internal and external stakeholders to advance its efforts toward improving accessibility. These stakeholders include the EEO Officer, the Office of Information Technology, the Office of General and Administrative Services, the Office of General Counsel, External Affairs, Program and Facilities teams, and staff with disabilities. Feedback is used to improve accessibility and to inform the agency's accessibility goals.

Conclusion

In the upcoming year, NYC Aging will continue to enhance accessibility across all aspects of the agency's operations. Our priority remains ensuring that older New Yorkers of all abilities can access our services in a meaningful manner, and that our workplace is inclusive of staff with disabilities. We will continue to measure our progress against key benchmarks, and will use feedback from stakeholders to guide ongoing accessibility improvements.