

FISA-OPA

# Proposed 5-Year Accessibility Plan

2024-2029

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# Financial Information Services Agency Office of Payroll Administration (FISA-OPA)

To comply with Local Law 12 of 2023, FISA-OPA designed this Five-Year Accessibility Plan to ensure that the agency's workplace, services, programs, and activities are accessible to and accommodating of persons with disabilities.

## General Information

The FISA-OPA Agency Operations Division is responsible for preparing and updating this 5-Year Accessibility Plan.

Inquiries can be made to:

Disability Service Facilitator:

Carri-Ann Crowe, Assistant Executive Director, Agency Operations

Email: [DSF@fisa-opa.nyc.gov](mailto:DSF@fisa-opa.nyc.gov)

Phone: 212-857-1160

The following helpful links can also be found in the Appendix of this document.

- [General Non-Discrimination Statement](#)
- [Grievance Rights and Procedures](#)
- [Website Accessibility Statement](#)

## Mission and Background of Agency

FISA-OPA consists of the Financial Information Services Agency (FISA), and the Office of Payroll Administration (OPA), which are jointly governed by a Board of Directors comprised of a representative from the Office of the Mayor and a representative from the Office of the Comptroller.

### Financial Information Services Agency (FISA)

FISA is an information technology service center responsible for critical City enterprise systems that provide financial, human resource, and payroll functions to City officers, employees, agencies, contractors and vendors. Some examples of critical City enterprise systems under FISA's responsibility include Payroll Management System (PMS), Pension Payroll Management System (PPMS), Financial Management System (FMS), New York City Automated Personnel System (NYCAPS), and CityTime.

### Office of Payroll Administration (OPA)

OPA manages payroll check, pension check, and direct deposit distributions to all City employees and retirees. As part of its fiduciary responsibilities, OPA also reports wages, distribution, and tax information to tax authorities, ensures compliance with ordered deductions, collects and remits employee volunteer deductions, and administers the City of New York's commuter benefits program. The mission of OPA is to ensure employee payrolls, pension payrolls, and direct deposit distributions are disbursed accurately, on time, every time.

## Agency Accessibility Statement

FISA-OPA's commitment to accessibility is driven by our agency leadership. Every year, the Executive Director issues an "EEO Policy and Commitment and Accountability Statement". Contained in this document are links to agency procedures and contact information for all EEO Officers and Counselors.

FISA-OPA has two EEO Officers, and these staff members also serve as the agency's 55a and ADA coordinators. There are also five EEO counselors.

The EEO Officers and Counselors are involved in:

- Agency human resources decisions
- Recruitment strategies
- Vacancy projections
- Succession planning
- Promotion of training/career development opportunities
- Strategic planning

The EEO policy and information can be obtained by all employees from FISA-OPA's SharePoint site. SharePoint is also the primary repository for information on the agency's Reasonable Accommodation Process, the EEO Complaint Process, and EEO eTraining links.

## Executive Summary

The City of New York and FISA-OPA are an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce, providing a work environment and ensuring that the public services it provides are accessible and free from discrimination and harassment. This plan addresses access in the following areas:

### Physical Access

No major outstanding issues of the four priorities were discovered during the self-evaluation. Access points, furnishings and facilities meet current requirements.

### Digital Access and Effective Communication

Several areas were identified for improvement including ensuring all public-facing communications and web sites are reviewed for plain, easy-to-understand language; creating a formal policy and review process related to the creation of accessible digital content; and updating public and agency personnel forms with larger fonts.

### Programmatic Access

FISA-OPA does not conduct programs and activities that are open to the public. As such, we have no action items for inaccessible facilities.

### Workplace Inclusion

The agency will expand its disability recruiting efforts and share postings with other agencies and organizations that work with people with disabilities and ensure staff can arrange needed accommodations. For current staff, the agency will ensure that any affinity groups will receive information on how to request any needed accommodations.

This plan was developed in consultation with the MOPD and informed by the cross-divisional agency planning team that was made up of the DSF along with the Directors of Facilities, Communications, and Special Projects with support from Human Resources, EEO, Legal and IT. This team performed self-evaluations in all identified areas and used this information to create the plan.

FISA-OPA remains committed to working with the public, community advocates and staff to ensure this plan continues to evolve with the goal of ensuring accessibility objectives, and to keep pace with changing accessibility standards and requirements.

## Agency Plan

Local Law 12 requires agencies to publish a plan describing the steps they are currently taking and will take over the next 5 years ensuring agency's workplace, services, programs, and activities are accessible, accommodating, and inclusive or persons with disabilities.

The five areas that must be addressed are:

### Physical Access

FISA-OPA occupies two floors of privately owned leased space in midtown Manhattan. The building, including our agency's space, has been recently renovated. We performed a physical

accessibility self-evaluation based on the ADA Network Checklist for Existing Facilities. The results are below.

#### Approach and Entrance

There were no outstanding issues found during the inspection of the exterior accessible routes. All entrance doors are over 36 inches, and the main building entrance has automatic doors. Additionally, the main door in our 4<sup>th</sup> floor lobby is equipped with an automatic door opener.

#### Access to Goods and Services

Building elevators meet the required standard, ramps and handrails are compliant, and the various lobbies are wheelchair accessible.

#### Bathroom Facilities

All bathroom facilities are equipped with ADA compliant equipment and clear signage. Braille signage is on the entrance door to each restroom as well as throughout the facility. Furnishings in the restrooms, mirrors, sinks, water closets and partitions are of the required height and spacing.

#### Additional Access

Water Fountains are designed to be accessible to people with disabilities. Vending machine locations are handicap accessible and are designed to be accessible to individuals with disabilities.

The following facility related accessibility enhancements will be explored for implementation over the next one to two years dependent on budgetary constraints:

- Look to install additional automatic door openers on all area entrance doors. We also plan to reconstruct one of our main reception desks in the 3rd floor reception area to include a lowered section of countertop for visitor sign-in.
- Explore options to install Hearing Loops in our main conference and training rooms.

### Digital Access and Effective Communications

FISA-OPA performed self-evaluations of digital access and communications and has identified areas for improvement over time.

#### Year 1

- Designation of a Digital Inclusion Officer (DIO) and have the DIO attend trainings.
- Developing a training guide for internal staff on accessible communication guidelines.
- Ensuring all public-facing communications are reviewed for plain, easy-to-understand language.
- Creating a formal policy and review process for the creation of accessible digital content.

- Adding accessibility language to all Communications Staff Tasks and Standards.
- Auditing old images on our public facing web page for alt text and add closed captioning to videos.
- Finding ways to improve closed captioning and ASL offerings within our video conferencing systems (Webex) and ensuring staff is trained on how to have these options offered when setting up and inviting attendees to a call.

#### Years 2-3

- Expanding our accessibility efforts to other areas.
- FISA-OPA owns nearly 200 forms used by citywide agency personnel and the public. The FISA-OPA Communications team will convert all forms to 14-point font on a rolling implementation beginning with the most frequently used forms first.
- Engaging our technical teams to evaluate the accessibility of internal applications and technical publications for City staff.

FISA-OPA has identified several action items with undefined timelines dependent upon funding availability. These include working with our Legal and Procurement teams on contract language surrounding accessibility and working with technical and communications teams to evaluate third-party software accessibility. The DSF will begin these processes and frame out timelines accordingly. We will also be checking with the Office of Technology and Innovation (OTI) to see if there are plans for a Citywide solution for software accessibility.

FISA-OPA does not currently host events open to the public. Should this change in the future, the agency will ensure compliance with Local Law 28 of 2016 which requires advertising and other materials pertaining to public events to include information regarding accessibility for people with disabilities.

#### Programmatic Access

FISA-OPA does not conduct programs and activities that are open to the public. As such, we have no action items for inaccessible facilities.

#### Workplace Inclusion

FISA-OPA is committed to supporting and enforcing the rights and protections afforded by the New York City EEO Policy, the City and Stat Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, agency partners, and members of the public served by our agency.

As mentioned previously, our agency has a robust Reasonable Accommodation process within our EEO program and accessible tools, technology and workspaces are provided as needed. To expand upon this, within the first year FISA-OPA will ensure that employee social and recreational activities are accessible to all employees, adding information to all invitations

about requesting accommodations. Additionally, FISA-OPA had numerous affinity groups that existed prior to the pandemic. Should the agency reinstate these programs, we will explore offering a group for people with disabilities.

Like much of the City, FISA-OPA is currently suffering through a hiring freeze. We have evaluated our hiring processes for accessibility and inclusion and plan to look at new opportunities for when we are able to hire. FISA-OPA currently includes 55A and non-discrimination language on all job postings. As part of this plan, we will look at expanding these commitments by:

- Attending disability-inclusive recruitment events, posting available positions on the NYC: ATWORK job boards
- Sharing job postings with State Vocational Rehabilitation (VR) agencies and other organizations that work with people with disabilities, such as CUNY LEADS, Job Path, etc.
- When we have an opportunity to hire interns or fellows, we will explore accessible programs such as the Partnership for Inclusive Internships.
- During the first two years of the plan, we will be creating a guide for staff that arrange interviews with information on how to arrange accommodations, including what spaces are wheelchair accessible and how to request auxiliary aids and services.
- We will also make it mandatory that information for requesting accommodations is included in all interview confirmation letters or emails sent to candidates.

## Training

Within the first two years of this plan, FISA-OPA will make the Disability Etiquette & Awareness Training on Citynet part of the agency's mandatory training cycle.

Additionally, FISA-OPA will evaluate the learning modules that are used for Citywide systems training (FMS, CityTime, etc.) for assistive technology options and we will look at user testing for these modules using testers with different disabilities. This will be a long-term effort to be completed within the 2024-2028 plan period.

## Methodology

The FISA-OPA Five-Year Accessibility planning team attended weekly webinars held by MOPD on various topics. This team was made up of the DSF along with the Directors of Facilities, Communications, and Special Projects. This team performed self-evaluations in all areas identified above. In doing so, the team conferred with other divisions in the agency including Human Resources, EEO, Legal and IT. The results of the self-evaluations helped identify the access issues that are discussed in this plan.



As part of the review process, changes were made to our external OPA website. A new page was created for Accessibility including contact information and the agency grievance process.

Once completed, the draft plan was reviewed with Agency leadership before being posted on our website and circulated to all employees for public comment. In the future, quarterly accountability meetings will be held with the DSF and Executive Staff to review the status of planned changes and ensure compliance with the 5-Year Plan.

# Appendix

## General Non-Discrimination Statement

The [General Non-Discrimination Statement](#) is located on the agency's website.

The City of New York and FISA-OPA are an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to victims of domestic violence, or an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

## Grievance Rights and Procedures

This [Notice of Rights and Grievance Procedure](#) can also be found on the OPA website.

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs of benefits by FISA-OPA.

The grievance should be in writing and contain information about the alleged discrimination such as the name, address, and telephone number of the grievant, as well as the location, date, and description of the complaint or alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law.

Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made, as needed, to persons with disabilities upon request. The grievance should be submitted as soon as possible but no later than sixty (60) calendar days after the date of the alleged violation of the ADA, the Rehabilitation Act, the New York State Human Rights Law or the New York City Human Rights Law to:

Disability Services Facilitator  
FISA-OPA  
450 West 33rd Street, 4th Floor  
New York, NY 10001  
212-857-1160  
[dsf@fisa-opa.nyc.gov](mailto:dsf@fisa-opa.nyc.gov)

Within thirty (30) calendar days after receipt of the grievance, the Disability Services Facilitator (DSF) will contact the grievant to discuss the grievance and any possible resolutions. Within fifteen (15) calendar days of the contact with the grievant, the DSF will respond, in writing or,

where appropriate, in a format accessible to the grievant, such as large print, Braille or audio recording. This response will explain FISA-OPA's position and offer options for substantive resolution of the grievance, where applicable.

The grievant or their designee may appeal the agency's decision within fifteen (15) calendar days after receipt of the response by mail to:

Executive Director  
FISA-OPA  
450 West 33rd Street  
New York, NY 10001

The grievant or their designee may also submit their appeal to the Executive Director by sending an email to: [webmailopa@fisa-opa.nyc.gov](mailto:webmailopa@fisa-opa.nyc.gov).

The appeal should be submitted explaining the disagreement with the agency's decision. Alternative means of filing an appeal, such as an in-person interview or an audio recording of the grievance may be made available for persons with disabilities upon request. FISA-OPA's response to the appeal will be provided to the grievant within thirty (30) calendar days following receipt of the appeal in a format accessible to the grievant.

As required by Local Law 27, all written grievances, appeals and responses received in connection with a grievance made to FISA-OPA will be retained for at least three (3) years.

### Agency Website Accessibility Statement

This [Website Accessibility Statement](#) can also be found on the OPA website.

The Office of Payroll Administration 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 accessing a particular program or service, please email the FISA-OPA Disability Services Facilitator.

### Assessment Approach

OPA assesses the accessibility of its digital content through self-evaluation.