



## **Department of Probation**

### **Local Law 12 Five-Year Accessibility Plan (2024-2028)**

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## Background

Local Law 12 of 2023 requires every New York City agency to develop and implement a five- year accessibility plan, in consultation with the Mayor’s Office for People with Disabilities (“MOPD”).<sup>1</sup> The legislation mandates that the accessibility plans outline the steps agencies are taking to “ensure that the agency’s workplace, services, programs and activities are accessible to and accommodating and inclusive of persons with disabilities”<sup>1</sup> by improving physical, digital, and programmatic access, and providing effective communications for persons with disabilities.

## Statement of Commitment

The New York City Department of Probation is a leader in community corrections, working within the criminal and juvenile justice systems and in the community to create a safer New York.

In order to serve the city and our probationers, there are five (“5”) drivers embedded in our approach.

1. Assess and respond to the risks and needs of probationers;
2. Engage probationers with a strength based approach;
3. Engage the communities of probationers;
4. Use data to guide our decision making; and
5. Encourage staff development and professional growth amongst our staff.

In compliance with Local Law 12, The New York City Department of Probation (“NYC DOP”) vows to use reasonable efforts to ensure that our buildings, and our programs are accessible to persons with disabilities.

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<sup>1</sup> Local Law 12 of 2023, available at: [intro.nyc/0682-2022](https://www.intro.nyc.gov/0682-2022)

## Agency Mission

The New York City Department of Probation (“DOP”) works with and supervises individuals on probation, fosters positive change in the probationer’s decision-making and behavior and expands opportunities for them to move out of the criminal and juvenile justice systems. DOP also supplies information and recommendations to the courts to help inform sentencing and disposition decisions. DOP works with the probationers to help them get the education and skills they need to be successful in the job market; to repair and restore important relationships in their lives, including their relationship to their neighborhoods and larger community; and to make decisions that do not cause harm.

## Contact Information

The EEO Office is responsible for preparing and updating the Department’s Accessibility Plan.

### a) Online Resources

To access DOP’s online accessibility resources, please visit [www.nyc.gov/site/probation/about/dop-accessibility.page](http://www.nyc.gov/site/probation/about/dop-accessibility.page).

### b) Accommodations Requests

Local Law 27 of 2016 requires every city agency to appoint a Disability Service Facilitator (“DSF”). Employees and/or members of the public who need assistance accessing a particular program or service, should contact DOP’s Disability Service Facilitator (“DSF”) . at 212-510-3936 and via email at [disabilityfacilitato@probation.nyc.gov](mailto:disabilityfacilitato@probation.nyc.gov).

## Executive Summary

To comply with the American with Disabilities Act (“ADA”) and Local Law 12 of 2023, NYC DOP has designed this accessibility plan to identify ways to improve services for our probationers, the public and our employees. This plan addresses access in the following areas: Physical Access; Digital Access; Programmatic Access; Effective Communications; and Workplace Inclusion.

We have determined that a more thorough assessment is required to identify effective long-term solutions and implement strategies over time. In order to reinforce our commitment to ensuring accessibility amongst the public, probationers and employees, DOP plans to conduct routine self-evaluations on all five areas to ensure that our agency is accessible to people with disabilities.

# Agency Plan

## 1. Physical Access

DOP occupies approximately twenty-three (23) locations throughout the five (5) boroughs, and each of these locations has accessible accommodations which includes wheelchair lifts, ramps, and/or accommodating entrances. DOP will continue to re-evaluate ways to make its facilities more accessible, and DOP will take appropriate steps to prevent service disruptions to accessible parts of its public spaces. DOP plans to further assess all of its locations and establish protocols for the implementation of several physical access improvements, including but not limited to:

- a) Work in conjunction with internal and external stakeholders, such as NYC Department of Citywide Administrative Services (“DCAS”) and building owners, to install accessible doors on floors, hallways, pantries and other appropriate areas, where necessary.
- b) Explore onboarding consultants to conduct surveys and assessments and perform evaluations to determine accessibility options. If necessary, DOP will work with DCAS to assist in reviewing leases to determine if the lease allows the commencement of work.
- c) Review the accessibility needs amongst staff and probationers to determine the potential need for assistive listening devices.
- d) Conduct assessments periodically throughout its locations to determine if there is any need for additional braille signage in their elevator banks, bathrooms, common areas and offices.
- e) Explore trainings options for the DOP’s Facilities Management Division to ensure that its staff are up-to-date on accessibility requirements, including the ADA Standards for Accessible Design.

## 2. Digital Access

DOP is committed to ensuring its digital content is accessible to and usable by people with disabilities. DOP is continually improving the user experience for everyone and applying the relevant accessibility standards. DOP’s accessibility statement has been published on its website and it can be found at <https://www.nyc.gov/site/probation/about/dop-accessibility.page>. Moreover, DOP has published a Website Accessibility Feedback Form, in order to initiate feedback on our digital content. It can be found at the following link: <https://www.nyc.gov/nyc-resources/website-accessibility-feedback-form.page>.

DOP periodically conducts a self-evaluation of our digital content to determine how we can make it more accessible. In order to further promote inclusivity, DOP plans to

explore the following:

- a) Explore options regarding training personnel and/or hiring a Digital Inclusion Officer (“DIO”), who will be the main point person within DOP on digital accessibility.
- b) Explore accessibility training options for employees provided by MOPD and external providers. DOP will research and invest in additional tools to address accessibility issues for our web and multi-media projects.
- c) Work with OTI and/or external vendors to work on making DOP more accessible, such as including Alt-Text and Closed Captioning
- d) Ensure that our third-party partners uphold DOP’s explicit accessibility expectations.

### **3. Programmatic Access**

DOP provides community-based accountability and support for those who would otherwise be incarcerated and provides core services, such as community supervision. Our dedicated probation officers supervise those on probation in our communities, and also provide support mechanisms to assist the people we supervise to get housing, jobs, training and substance abuse treatment.

DOP plans to explore the following options to ensure our programs, services, events, and public engagements are accessible to and inclusive of members of the public, probationers and employees with disabilities:

- a) Determine how many probationers have disabilities and determine how we and our third party providers and contractors can better serve this population.
- b) Provide educational or training resources in an accessible format to DOP staff, i.e. braille, video format, etc., that considers the accessibility needs of a person with a disability.
- c) Ensure that all announcements, advertisements, and invitations for events, open to the public and hosted by DOP, will include contact information to direct requests for accommodations for those attending the event.

### **4. Effective Communications**

NYC DOP is committed to providing accessible communications and services to individuals with disabilities. DOP has posted several EEO policies in PDF format, such as General EEO Resources & EEO guidelines, on our Intranet website.

To achieve effective communications to persons with disabilities, DOP plans to explore the following options:

- a) Review and update our EEO forms and policies to ensure that they reflect the most current rules and regulations.

- b) Provide or arrange for the distribution of documents in accessible formats to persons with disabilities in a timely manner, upon request. DOP will ensure we provide large print audio recordings and Braille versions of documents or any requested accessible format, upon request.
- c) Organize professional training sessions for DOP staff, including those offered by DCAS.
- d) Provide applicants documents and forms via email or the ESS portal. However, upon request, DOP provides the necessary documentation in alternative formats.

## **5. Workplace Inclusion**

NYC DOP plans to review and assess its internal policies to ensure inclusion and is committed to making continuous improvements over the next five years.

### **55-A Program**

NYC DOP is committed to ensuring our recruitment and on-boarding processes are fair and accessible to all applicants and employees. DOP also participates in the 55-a Program and currently employs 55-a participants. DOP will work with MOPD and DCAS, in order to determine ways to provide opportunities for individuals with disabilities, and those individuals who are 55-a eligible.

### **Reasonable Accommodations**

The DOP EEO Office is responsible for reviewing reasonable accommodation requests and will determine if the request is related to a disability. Reasonable accommodations enable individuals who have needs under certain qualifying bases to perform the essential functions of the job. If an employee raises an issue of accommodation, or a manager observes that an employee may need an accommodation, the employee must be referred to the DOP EEO office. DOP follows the City's Reasonable Accommodation policy, and ensures a cooperative dialogue is conducted for all requests, included but not limited to requests made for assisted listening devices and/or closed captioning of videos. DOP will also continue to perform self-assessments and provide reasonable accommodations efficiently.

### **Trainings**

DOP will explore establishing regularly scheduled trainings to educate employees about diversity, inclusion and accessibility. However, DOP does provide employees with information for trainings offered by the DCAS Citywide Training Center.

## **Methodology**

DOP completed the self-evaluation tools provided by MOPD. Various departments were

consulted such as Administration, Office of General Counsel, EEO, IT, Facilities and Juvenile and Adult Operations, to identify the access issues described in this plan. Furthermore, DOP will continue to review existing accessibility policies and procedures and update, where necessary.

## **Appendix A**

### **DOP Five-Year Accessibility Plan DOP Accessibility Webpage**

#### **Department of Probation Policies Prohibiting Discrimination Against People with Disabilities in Access to Services**

It is the policy of Department of Probation (“DOP”) to comply with all applicable laws including, but not limited to the Americans with Disabilities Act (“ADA”), Rehabilitation Act, the New York State Human Rights Law, and the New York City Human Rights Law. DOP does not discriminate on the basis of disability in the operation of its programs, services and activities and strives to be welcoming to and inclusive of people with disabilities.

Employment related complaints for employees and applicants for employment seeking a reasonable accommodation are covered under the City’s EEO Policy which can be found at [https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc\\_eeo\\_policy.pdf](https://www.nyc.gov/assets/dcas/downloads/pdf/agencies/nyc_eeo_policy.pdf).

Any member of the public who requires an auxiliary aid or service for effective communication, or a reasonable modification of policies or procedures in order to participate in our programs, services or activities (involving matters other than employment) is invited to direct their needs and preferences to DOP’s Disability Service Facilitator by email, phone or mail:

Disability Service Facilitator (DSF)  
New York City Department of Probation  
33 Beaver Street, 21st Floor  
New York, NY 10004  
(212) 510-3936

[DisabilityFacilitator@probation.nyc.gov](mailto:DisabilityFacilitator@probation.nyc.gov)

Requests should be made as soon as possible but no later than three (3) business days before the scheduled program, service, or activity. Questions, concerns, or requests for additional information may be directed to DOP’s Disability Service Facilitator.

If you believe that you have been denied an auxiliary aid or service or a reasonable modification of policies or procedures that you need to participate in programs, services or activities provided by DOP please see DOP’s grievance procedure below.



## **New York City Department of Probation's (DOP's) Grievance Procedure under the Americans with Disabilities Act, The Rehabilitation Act and State and City Human Rights Laws**

This grievance procedure may be used by any member of the public who wishes to file a grievance alleging discrimination by NYCDOP on the basis of disability.

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. Alternative means of filing grievances, such as in-person interviews or an audio recording of the grievance may be made available for 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 to:

Disability Service Facilitator (DSF)  
NYC Department of Probation  
33 Beaver Street, 21st Floor  
New York, NY 10004 Tel: 212-510-3936  
E-mail: [DisabilityFacilitator@probation.nyc.gov](mailto:DisabilityFacilitator@probation.nyc.gov)

Within thirty (30) calendar days after receipt of the grievance, the 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 NYC DOP'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:

Commissioner  
NYC Department of Probation  
33 Beaver Street, 23rd Floor  
New York, NY 10004

The appeal should be submitted in writing 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. NYC DOP'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 the NYC DOP will be retained for at least three (3) years.

## **Website Accessibility Statement**

The New York City Department of Probation is committed to ensuring its digital content is accessible to and usable by people with disabilities. We are committed to improving the user experience for everyone and applying the relevant accessibility standards.

### ***Conformance Status***

The Web Content Accessibility Guidelines (WCAG) define 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 reach out to DOP's Disability Services Facilitator at (212) 825-3936 or [DisabilityFacilitator@probation.nyc.gov](mailto:DisabilityFacilitator@probation.nyc.gov).

### ***Assessment Approach***

DOP assesses the accessibility of its digital content, in conjunction with the NYC Office of Technology and Innovation (OTI), through self-evaluation.

## **Five-Year Accessibility Plan**

DOP is developing a Five-Year Accessibility Plan in accordance with [Local Law 12 of 2023](#). DOP's Plan can be viewed at [nyc.gov/site/probation/about/dop-accessibility.page](https://nyc.gov/site/probation/about/dop-accessibility.page).