

ACS FIVE-YEAR DISABILITY Progress Report

Pursuant to Local Law 12 of 2023

May 1, 2025

NYC ADMINISTRATION FOR CHILDREN'S
SERVICES Headquarters: 110 William
Street New York, NY 10038

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General

The Administration for Children's Service (ACS) protects and promotes the safety and well-being of New York City's children and families by providing child welfare, juvenile justice, childcare assistance and other forms of community support so New York City's families and children can thrive. ACS remains committed to ensuring that all its programs, services, and activities are accessible to people with disabilities pursuant to the Americans with Disabilities Act (ADA) and all federal, state, and local laws governing anti-discrimination and equal access.

In accordance with Local Law 12 of 2023, ACS has prepared its annual Accessibility Progress Report covering the ACS Five-Year Disability Access Plan from June 1, 2024, through March 31, 2025.

In line with ACS's commitment to creating an inclusive environment and the goals detailed in the ACS Five-Year Disability Access Plan, the Office of Equal Employment Opportunity (OEEO) has fulfilled commitments outlined by distributing a monthly ADA Educational Series to the committee members formed to create the plan and the agency's Chief of Staff Cabinet beginning on December 31, 2024. This communication provides information on a range of disability-related topics, including legal obligations under the ADA. OEEO will continue to share the educational series monthly to keep staff engaged and informed.

OEEO has presented the ACS Five-Year Disability Access Plan to ACS staff in each Division to educate them on enhancing accessibility to its programs, services, and activities including providing guidelines on best practices throughout the agency.

Additionally, a questionnaire--the ACS Programmatic Access Questionnaire--was created and distributed to the ACS LL12 Committee to gain a more in-depth view of the programs, services and activities offered to clients and public.

Through continued engagement, OEEO has been able to create an environment of curiosity and collaboration to advance the goals set forth in the plan.



Statement of Commitment

ACS is dedicated to creating an inclusive, welcoming and discrimination free environment. Members of the public who believe they have been discriminated against because of a disability while engaging with the programs and services provided by ACS, may contact the ADA Coordinator/Disability Service Facilitator (DSF) to address concerns, provide information and work towards finding a resolution in accordance with Citywide Policy and relevant laws.

Grievance Procedures & Reporting Discrimination:

Contact information for members of the public and employees who wish to provide feedback on accessibility issues, anonymously or otherwise, can be found on ACS's public facing website, linked here: [ACS - Disability Access Information](#) and/or via the information detailed here: [Client Notice of Disability Rights](#)

New York City Administration for Children's Services ADA Coordinator/Disability Service Facilitator

Local Law 27 of 2016 (found here: [Local Law 27](#)) "The head of each agency, in consultation with the mayor's office for people with disabilities, shall designate an employee as such agency's disability service facilitator, to coordinate its efforts to comply with and carry out its responsibilities under the ADA and other federal, state, and local laws and regulations concerning accessibility for persons with disabilities."

Contact information for ACS's designated employee in accordance with LL 27:

Name: Simone Campbell

ADA Coordinator/Disability Service Facilitator

Office of Equal Employment Opportunity

Address: 110 William Street, New York, NY 10038

Phone: 212-676-7011

Email: simone.campbell2@acs.nyc.gov

Website: [Administration for Children Services](#)

Important Terms/Phrases Used Below

ACS Programmatic Access Questionnaire: Customized questionnaire to systematically examine programs, services, and activities specific to ACS

Digital Accessibility: Ensuring digital platforms, websites, applications, and online content are accessible to persons with disabilities

Effective Communications: Implementing communication strategies and practices that are accessible and easily understood by persons with varying disabilities

Physical Accessibility: Ensuring that physical spaces, facilities, and infrastructure are designed and maintained to accommodate persons with disabilities

Programmatic Access: Making programs, services, events, and public engagements accessible and inclusive for persons with disabilities

Workplace Inclusion: Creating an inclusive workplace environment that accommodates persons with disabilities, providing necessary support, accommodations, and fostering an environment of equality

Progress Report

Digital Accessibility

During the reporting period, June 1, 2024, through March 31, 2025, ACS committed to:

June 2024 to December 2024

- Collaboration with MOPD for available digital accessibility trainings and recommended guidelines
- Distribution of current digital accessibility standards to relevant divisions
- Review of internal and external website for maintenance of current digital accessibility standards

January 2025 to June 2025

- Compiling list of community-based disability groups for conducting first person perspective user-testing
- User testing of public website

These goals were met by:

October 2024-Present

- Designation of Digital Inclusion Officer-Shalini Shalini
- On-going collaboration with Mayors Office for People with Disabilities (MOPD)
- Creation of DIO Liaison Team
- On-going collaboration with OEEO and relevant ACS Divisions
- Best practices on digital accessibility distributed to relevant divisions
- Audit of ACS public facing website
- Expansion of utilization of digital accessibility tools

Look ahead:

March 2025 to May 2026

- Compiling list of community-based disability groups for conducting first person perspective user-testing
- Audit report to MOPD due May 2025
- Implementation, if necessary and feasible, of current digital accessibility standards
- Creation of ACS-specific training for staff members who:
 - Host virtual events/public meetings
 - Manage social media platforms
 - Create and share online documents

Effective Communication

During the reporting period, June 1, 2024, through March 31, 2025, ACS committed to:

June 2024 to December 2024

- Collaboration with MOPD for recommended effective communication guidelines
- Distribution of current effective communication guidelines to all divisions

January 2025 to June 2025

- Review of printed and digital material shared with the public by ACS

These goals were met by:

October 2024 to December 2024

- Review of effective communication guidelines recommended by MOPD and best practices recommended by ADA standards
- Creation of ADA Educational Series

December 31, 2024

- Distribution of ADA 101 to LL12 Committee Members and Agency Chief of Staffs

January 31, 2025

- Distribution of ADA 102 to LL12 Committee Members and Agency Chief of Staffs

February 28, 2025

- Distribution of ADA 103 to LL12 Committee Members and Agency Chief of Staffs

January 23, 2025

- Presentation of ACS Five-Plan Disability Access Plan updates and future goals to ACS Chief of Staff Cabinet

February 18, 2025

- Office of Information Technology Townhall meeting

Look ahead

May 2025

- Distribution of “Disability Resource Directory”

July 2025 to June 2026

- Staff Training on effective communication best practices to staff responsible for composing material shared with the public based on responses to the ACS Programmatic Access Questionnaire and current ADA guidelines.
- Staff Training on effective communication best practices, guidelines, language and assistive technology based on responses to the ACS Programmatic Access Questionnaire and current ADA guidelines.

Workplace Inclusion

During the reporting period, June 1, 2024, through March 31, 2025, ACS committed to:

June 2024 to December 2024

- Creation and distribution of guidelines and standardized wording for notification of reasonable accommodation request procedure on all job posts and correspondence with job candidates

January 2025 to June 2025

- Review of printed and digital material distributed to the public by ACS

These goals were met by:

December 2024

- Collaboration with DCAS for best practice on wording for agency job postings
- Creation of standardized wording for all job posts and correspondence with job candidates

March 2025

- Research of disability groups who support employment for people with disabilities
- Collaboration with MOPD to assist with compiling list of disability-related nonprofit organizations that may be seeking employment and/or internship opportunities with city agencies

Look ahead

May 2025

- Distribution of “Disability Resource Directory” that includes organizations and staffing agencies that refer people with disabilities for employment with city agencies

July 2025 to June 2026

- Review of ACS Divisions responses to the ACS Programmatic Access Questionnaire and current ADA guidelines.

Physical Accessibility

During the reporting period, June 1, 2024, through March 31, 2025, ACS committed to:

June 2024 to December 2024

- Research community-based disability organizations and New York City agencies to provide assistance with creation of physical disability access assessment tool
- Creation of physical disability access assessment tool

January 2025 to June 2026

- On-site physical access assessment
- Creation of physical access standards and guidelines

These goals were met by:

December 2024

- Compiling to federal and local guidelines and best practices for physical accessibility

March 2025

- Distribution of federal and local guidelines and best practices for physical accessibility shared with relevant division within ACS
- Schedule created to conduct on-site assessment of physical accessibility throughout eighteen (18) ACS locations

ACS is in its finalization stage of relocating its headquarters to 110 William Street, New York, NY 10038. Throughout this process the Division of Administration has ensured that contractors are adhering to accessibility standards set forth by the ADA and Department of Citywide Administrative Services (DCAS).

Look ahead:

May 2025 to June 2026

- On-site physical access assessment
- Creation of ACS specific physical access standards and guidelines

Programmatic Access

During the reporting period, June 1, 2024, through March 31, 2025, ACS committed to:

June 2024 to December 2024

- Creation of programmatic access assessment tool to distribute to ACS Divisions
- Survey of ACS programs and service areas
- January 2025 to December 2025
- Review of returned assessment tool of all ACS programs and service areas

December 2024

- Creation and distribution of ACS Programmatic Access Questionnaire to programmatic ACS Divisions and Offices. Areas covered by the questionnaire:
 - Programs, Services and Activities
 - Assistive Technology and Tools
 - Forms and Materials
 - Accommodation and Feedback
 - Contractors and Partner Agencies

These goals were met by:

January 2025 through February 2025

- Return of completed ACS Programmatic Access Questionnaire

February 2025 through March 2025

- Review of returned assessment tool of all ACS programs and service areas

Look ahead:

June 2025 to May 2026

- Review of ACS Divisions responses to the ACS Programmatic Access Questionnaire and current ADA guidelines.

Additional Proposals

During the reporting period, June 1, 2024 through March 31, 2025, ACS committed to:

June 2024 through March 2025

- Reviewing budget and resource information to improve disability access based on necessity and feasibility

This goal was met by:

February 2025

- Meeting with Division of Finance regarding the budget and resources for disability access

Conclusion

Recognizing the importance of inclusivity, ACS will continue to improve its services, programs, and activities to accommodate staff and clients with disabilities, as detailed in the ACS Strategic Priorities for FY 25-26. To fulfill this commitment, ACS will continue to educate on improving disability access by implementing measures that aim to increase the knowledge and skills necessary to create an accessible and supportive environment for those served.

Future improvements to accessibility will cover a range of areas such as understanding disability, effective communication strategies, physical accessibility, document accessibility and the distribution of resources. Through ongoing engagement, ACS aims to create an environment that fosters inclusivity and equitable opportunities.