



# **New York City Dept of Probation Accessibility Progress Report 2025-2026**

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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). Proposed plans were required to be published no later than December 31, 2023, and final plans, following a public comment period, were required to be published no later than March 15, 2024.

Local Law 12 further requires agencies to publish an annual report, setting forth the progress they have made towards achieving the goals in their 5-year accessibility plan. These reports must be published on agency websites by May 1 and submitted to MOPD by May 15.

Although the local law does not require MOPD to provide a template for the progress report, we encourage you to follow this recommended template if you find it useful.

## **General**

The Department of Probation (DOP) helps build stronger and safer communities by working with and supervising people on probation. By fostering positive changes in their decision-making and behavior through research-based practices, DOP helps to expand opportunities for them to move out of the criminal and juvenile justice systems through meaningful education, employment, health, and behavioral health services, family engagement and civic participation. DOP also supplies information and recommendations to the courts to help inform sentencing and disposition decisions.

The Department of Probation is committed to ensuring that every individual with a disability works in a workplace environment where they feel supported. This is the agency's first annual accessibility progress report, and we have started to implement ways to support our entire workforce and ensure inclusiveness across the board.

## **Statement of Commitment**

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

Additionally, the New York City Department of Probation will continue to work to ensure that 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.

## **Disability Service Facilitator and Other Key Accessibility Information**

This section includes:

### **Christelle N. Onwu**

Disability Service Facilitator (DSF)

New York City Department of Probation

33 Beaver Street, 21st Floor New York, NY 10004

(212) 510-3936

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

Accessibility page:

<https://www.nyc.gov/site/probation/about/dop-accessibility.page>

Diversity and Equity Inclusion page:

<https://www.nyc.gov/site/dcas/agencies/equity-and-inclusion.page>

## **Feedback Process**

### **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, 18th 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 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 receiving 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.

**Progress Report**

Your progress report must address 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
- Workplace Inclusion

If you used different headers/sections in your accessibility plan, you may choose to use different headers / sections here, but you must make sure each of the above 5 areas is addressed.

You might also choose to lead with or include an additional heading entitled "Agency-Wide Trainings".

For each area, we recommend that you provide a bullet list of what you have accomplished as of May 2026 and what you will accomplish by May 2027 (and as applicable, any other dates of the agency's choosing).

### **Physical Accessibility**

As of May 2026, we have:

- Created ADA compliant braille signs for the Wellness and Lactation rooms
- Created braille signs for NeON Kitchen and Clothing Closet across the agency

By May 2027, we will:

- 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.
- 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.
- Review the accessibility needs amongst staff and probationers to determine the potential need for assistive listening devices.
- 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.
- Explore training 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.

## **Digital Accessibility**

As of May 2026, we have:

- Continued to research accessibility testing, assistance and ADA compliance A/V tools
- Tested plugins (starting with LightHouse)
  - o Progress has been made in enhancing the accessibility of the public-facing website through structured evaluation and remediation efforts. Utilizing Google Lighthouse and Wave AIM, comprehensive audits were conducted to identify and address key accessibility areas, including semantic structure, color contrast, keyboard navigation, and compatibility with assistive technologies. ADA compliance related to site structure is, for the most part, complete, reflecting substantial alignment with established accessibility standards. As a result of these efforts, the website is currently achieving an average accessibility score of approximately 90 as measured by Google Lighthouse and 7.5 average score for Wave AIM. Remediation of media-based content, including PDF documents and other file assets, remains in progress. We remain committed to continuous monitoring, periodic reassessment, and ongoing enhancements to ensure sustained compliance and to further advance accessibility for all users.
- Explored avenues to obtain vendors knowledgeable on ADA features
- Engaged in active recruitment of a dedicated Digital Inclusion Officer (DIO) to add to the team. JVN was posted.
- Reviewed pre-recorded DIO training on web accessibility conducted by the Mayor's Office for People with Disabilities (MOPD) and worked to update our website accordingly.
- Continued researching video accessibility vendors by:
  - o Evaluating the pros and cons of their offerings
  - o Contacting vendors and gathering quotes

By May 2027, we will:

- Onboard a new ADA web specialist and DIO and execute ADA compliance for all new videos (add web captions and descriptions as standards)
- Upgrade documents into PDFs for compliance
- Ensure all future projects meet ADA compliance requirements with vendors
- Add media/social captions and audio descriptions to media archive files
- Produce new videos with captions and audio descriptions on all digital assets going forward
- Implement live captions for livestreams

## **Programmatic Access**

As of May 2026, we have:

- Trained our workforce on Disability Awareness and Etiquette, training provided by DCAS
- Continued to explore other potential training courses that can provide additional tools for our employees.
- Ensured that accessibility language is placed on all our events and materials and our clients understand who to reach out to if they have reasonable accommodation requests.
- Continued to provide and coordinated interpreters for American Sign Language (ASL) requests to serve our clients across the five boroughs

By May 2027, we will:

- Explore additional training for our workforce
- Continue to ensure that accessibility language is placed on all our fliers and materials and our clients understand who to reach out to if they have reasonable accommodation requests
- Conduct an evaluation of our locations to ensure compliance with ADA guidelines.

## **Effective Communications**

As of May 2026, we have:

- Reviewed and updated our EEO forms and policies to ensure that they reflect the most current rules and regulations.
- Provided or arranged 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.

- Provided applicants' documents and forms via email or the ESS portal. However, upon request, DOP provides the necessary documentation in alternative formats.
- DOP has posted several EEO policies in PDF format, such as General EEO Resources & EEO guidelines, on our Intranet website and across our locations.

By May 2027, we will:

- Continue to work on the goals set forth above in May 2026 and explore additional ways to effectively communicate our goals to ensure accessibility across the agency

### **Workplace Inclusion**

As of May 2026, we have:

- Ensured that all our workforce is in full compliance with DCAS' mandated EEO training on working with persons with disabilities (Disability Etiquette and Awareness training)
- Ensured that all announcements, advertisements, and invitations for events, open to the public and hosted by DOP, continue to include contact information to direct requests for accommodations for those attending the event.
- The DOP EEO Office follows the City's Reasonable Accommodation policy and is responsible for reviewing reasonable accommodation requests. The EEO Office will continue to determine if the request is related to a disability, perform self-assessments and provide reasonable accommodation on a need-by-need basis.

By May 2027, we will:

- Plan commemorative events based on the need of the agency to build community.
- Provide educational or training resources in an accessible format to DOP staff, i.e. braille, video format, etc., that takes into account the accessibility needs of a person with a disability.

- The EEO Office will continue to review reasonable accommodation requests on a need-by-need basis.

### **Consultations and Feedback**

The NYC Department of Probation continues to explore ways to receive feedback on our accessibility plan to inform our agency's accessibility goals.

### **Conclusion**

The Department of Probation is committed to ensuring that every individual with a disability works in an environment where they feel supported. This is the agency's first accessibility progress report, and we have started to implement ways to support our entire workforce and ensure inclusiveness across the board. We look forward to continuing to make locations accessible to all regardless of their actual or perceived disabilities and in compliance with Local Law 12 of 2023 (Local law 12).