

**NYC Department for the Aging
Local Law 12 Annual Progress Report
2025-2026**

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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,” “the Department,” or “the Agency”), 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 second annual progress report covers **May 1, 2025, through May 1, 2026**, and outlines the Department’s progress towards achieving the goals of its 5-Year Accessibility Plan, as well as the agency’s goals for the upcoming year.

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 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, Crime Prevention and Support Services (C-PASS), 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. The Department strives to meet the needs and preferences of individuals with disabilities, and to provide accommodation and support 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 2026, NYC Aging has:

- Continued to monitor its space to identify any barriers to physical access and work with DCAS to resolve them.

By May 2027, NYC Aging will:

- Assess the agency's new space for relocation for accessibility barriers and resolve any identified, as practicable during this period.

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 2026, NYC Aging has:

- Completed installation of the sound system at Sirovich Older Adult Center.
- Opened three fully accessible pop-up café meal sites.
- Made Roundtable Older Adult Center ADA (Americans with Disabilities Act) compliant at entry.
- Replaced the elevators at two older adult centers at city owned buildings, Mott Street, Leonard Covello.

By May 2026, NYC Aging will:

- 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 2026, NYC Aging has:

- Utilized a screen reader to examine each page of the Department’s public facing websites to ensure that they are accessible and corrected issues identified.
- Updated accessibility statement to reflect that our digital content is partially conformant with WCAG 2.2 level AA with the exceptions set forth at 28 CFR § 35.201
- Achieved 97% accessibility for our new client database, which is utilized by internal programs and contracted providers.

By May 2027, NYC Aging will:

- Continue to review digital content for accessibility and update where necessary.
- Continue to work with OTI and MOPD to identify which digital assets to prioritize for accessibility enhancements over the next year.
- Work toward making our client database 100% accessible.

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 2026, NYC Aging has:

- Continued to review public facing documents to ensure that they are in plain, easy-to-understand language.
- Ensured publications are accessible and in accordance with compliance guidelines. This included updating the Life Sustaining Equipment flyer which, pursuant to [NYC Admin Code § 21-207](#), informs users of life-saving medical equipment or someone for whom disruption in electric would create a medical emergency how to register with their local utility company.

By May 2027, NYC Aging will:

- Continue to train staff on policies and procedures for accommodation requests to ensure continued awareness among current and new staff.
- Continue to explore mechanisms and resources for providing in-person interpretation services for public events, including sign language interpretation.

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 2026, NYC Aging has:

- Conducted agency-wide Disability Etiquette and Awareness Trainings.
- Conducted EEO training for new hires and managers, including reasonable accommodation.
- Continued to participate in the 55-a Program to hire people with disabilities for competitive positions.

By May 2027, NYC Aging will:

- Continue to provide agency-wide training on disability awareness and inclusion.
- Continue to work with the Disability Access Workgroup to identify accessibility barriers.

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 from stakeholders is used to improve accessibility and to inform the agency's work to accomplish its goals for the upcoming year.

Conclusion

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