

# Mayor's Office Accessibility Progress Report 2024-2025

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# Introduction

The Mayor is the Chief Executive Officer of the City. The Mayor's Office consists of various units including offices that handle administrative matters for City Hall (such as Human Resources and Communications); the Equal Employment Opportunity (EEO) Office; the Deputy Mayors' Offices, which are responsible for coordinating strategies and responses among the agencies in their respective portfolios; and multiple other offices, such as the Mayor's Office for People with Disabilities, the Mayor's Office of Immigrant Affairs and the Mayor's Office to End Domestic and Gender-Based Violence, which provide resources to the public and other City agencies, and administer programs targeted to particular groups and/or addressing specific issues.

In March 2024, following a public comment period, the Mayor's Office published its 5-year accessibility plan pursuant to [Local Law 12 of 2023](#), in which it described its current and planned efforts to make its workplace, services, programs and activities accessible to and accommodating and inclusive of persons with disabilities. This first annual progress report describes the current status of these efforts, including new developments since the plan was published.

## Disability Service Facilitator and Other Key Accessibility Information

[Local Law 27 of 2016](#) requires every New York City agency to designate a Disability Service Facilitator to coordinate the agency's efforts to comply with federal, state and local laws and regulations concerning access to agency programs and services for people with disabilities and serves as the agency's primary contact for members of the public with respect to accessibility issues.

Crystal Rivera of MOPD is the Disability Service Facilitator for most units of the Mayor's Office. The Mayor's Office of Immigrant Affairs (MOIA), the Mayor's Office to End Domestic and Gender-Based Violence (ENDGBV), the Civic Engagement Commission (CEC), the Mayor's Office for Economic Opportunity (NYC Opportunity), the Mayor's Office of Special Projects and Community Events (MOSPCE) have their own disability service facilitators.

Contact information for all City agency and mayoral unit disability service facilitators can be found at [nyc.gov/DSF](https://nyc.gov/DSF).

The Mayor's Office's disability-related notice of rights, grievance procedure and website accessibility statement are posted on the [Mayor's Office's Accessibility page](#).

## Feedback Process

The Mayor's Office welcomes feedback on the accessibility of its programs and services. If you wish to provide feedback, please email Crystal Rivera, Disability Service Facilitator (DSF) for the Mayor's Office at [DSF@cityhall.nyc.gov](mailto:DSF@cityhall.nyc.gov). If you wish to submit feedback anonymously, you may do so using MOPD's [contact form](#) and leave the name and contact information fields blank. Please be aware that if you do not leave your contact information, we will not be able to contact you.

## Digital Access

MOPD has continued to maintain digital accessibility guides on the MOPD website, available at [nyc.gov/accessibilityguides](https://nyc.gov/accessibilityguides). MOPD has also continued to regularly provide training to City agencies and other mayoral units on creating accessible content and to advise agencies on digital accessibility with respect to specific projects. In addition to these ongoing initiatives, since publication of its accessibility plan, the Mayor's Office has undertaken or participated in the following new initiatives relating to digital accessibility.

### Digital Inclusion Officer Program

In Summer 2024, MOPD launched an agency Digital Inclusion Officer (DIO) program. Acting as an accessibility advocate within their agency, the DIO serves as the main point person within an agency on digital accessibility and as the liaison with the Office of Technology and Innovation (OTI) and MOPD on digital accessibility issues. DIOs are expected to complete the full suite of digital accessibility trainings that MOPD provides to ensure they have the knowledge to effectively fulfill their role.

As of May 1, 2025, more than 35 agencies have designated DIOs, most of whom have completed the training suite offered by MOPD. MOPD convenes monthly meetings with the DIOs and holds weekly office hours for the group.

### Citywide Digital Accessibility Strategy Working Group

In Fall 2024, MOPD convened a citywide digital accessibility strategy work group, consisting of representatives from OTI, the Department of Citywide Administrative Services (DCAS), the Mayor's Office of Contract Services (MOCS) and others. The group is working to create a unified digital accessibility policy covering the following areas: (1) procuring accessible information and communication technology (ICT); (2) designing and developing accessible ICT; (3) creating and publishing accessible online and electronic content; and (4) evaluating and monitoring accessibility.

## **DCAS Digital Accessibility Training**

In February 2025, DCAS, MOPD and the Mayor's Office of Talent and Workforce Development (NYC Talent) in collaboration with Microsoft announced the launch of a citywide online Digital Accessibility Training. The training will equip City of New York employees with the tools and resources needed to produce accessible content for all members of the community, expanding access to critical city information for all residents. The Digital Accessibility Training is available to the City's more than 300,000 employees, reflecting the City's commitment to fostering a more inclusive digital environment across all its online platforms.

## **Workplace Inclusion**

The Mayor's Office is committed to having a disability-inclusive workplace. Additionally, the Office is committed to advancing the career success of people with disabilities citywide.

### **Promoting Workplace Inclusion Within the Mayor's Office**

Below are descriptions of some of the ways the Mayor's Office has continued to promote inclusion for people with disabilities in its own workplaces.

#### ***Mayor's Office of Equal Employment Opportunity (EEO)***

The Mayor's Office of Equal Employment Opportunity (EEO) supports and strengthens the Mayor's Office's diversity, equity, and inclusion initiatives by abiding by EEO mandates and working to achieve the Mayor's Office's goals in this area. The EEO office provides advocacy and assistance with EEO matters, deploys diversity and inclusion initiatives throughout the agency and provides assistance with Employee Resource Groups (ERGs). The EEO Office promotes and distributes guidance on EEO laws, rules, and policies via a variety of methods to all Mayor's Office (MO) staff. The EEO Office serves as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues.

The Mayor's EEO Office in accordance with [Citywide EEO policy](#) promotes disability inclusion by assessing requests for reasonable accommodations under [the City's reasonable accommodation process](#). The Chief EEO Officer,, who also serves as the Disability Rights Coordinator, is responsible for ensuring compliance with all federal,

state, and local laws, as well as City and agency policies pertaining to persons with disabilities, and for reviewing and processing reasonable accommodation requests. The EEO Office serves as a resource to the agency, including agency managers, supervisors, and human resources professionals, for consultation on equity issues as well as rights, responsibilities, and protections under the EEO Policy. The protections afforded by the EEO Policy cover all employees (e.g., supervisory, non-supervisory, managers, executives, senior level staff, board appointees, interns, whether paid or unpaid, volunteers, temporary, seasonal, part time, or short term), applicants for employment, “non-employees” (e.g., contractors, subcontractors, vendors, consultants, and those they employ) and other persons conducting business or providing services in a City workplace, regardless of immigration status.

The EEO Office has the following accessible contact methods:

- EEO Hotline - which is monitored several times daily to ensure that staff has immediate access to the services provided by our office.
- EEO Mailbox – monitored hourly to ensure that there is immediate review and response to team members requiring services provided by our office.
- EEO Fax – monitored several times daily to review documentation provided to our office.
- MO staff are also able to contact the Chief EEO Officer and EEO Office Manager directly via email and phone.
- MO staff can also schedule in-person meetings.

The EEO Office interfaces regularly with the MOPD Commissioner regarding accessibility matters generally and works with MOPD’s Digital Accessibility Coordinator to ensure that the Office’s electronic communications are accessible.

The Office has sent out regular announcements concerning DCAS’s online Disability Awareness and Etiquette Training.

The Citywide EEO Policy and Reasonable Accommodation (RA) Process is available to all MO staff. Staff reach out to the EEO Office on a regular basis and the reasonable accommodations process is conducted and accommodations are granted. Employees can access the RA request form by contacting our office, the EEO hotline, by mail, fax, or via the intranet. Employees can meet with the EEO Office by phone, email, Microsoft Teams, Zoom, or in person.

The EEO Team has met and continues to meet with individual units to explain services available and conducts a Question-and-Answer session in the continued effort to bring awareness.

The EEO Office conducts a quarterly EEO Connect meeting giving new hires the opportunity to meet with the EEO team, ask any questions, and explain the services available from the EEO Office.

The Chief EEO Officer makes herself available 24/7 to provide services outside of office hours which allows MO staff to communicate with her in a private and confidential setting and address their concerns/issues.

The EEO Office deploys an email to every new hire who joins the Mayor's Office alerting them to our services and mandated trainings which includes the Disability Awareness and Etiquette training.

The EEO Office intranet also has a wealth of information including training links available to all MO staff. Team members are able to contact us via the intranet for any services required as well as access all mandated trainings which includes the Disability Awareness and Etiquette training.

### ***Online Disability Etiquette and Awareness Training***

The Mayor's Office EEO Office continues to require that all Mayor's Office employees take DCAS's online Disability Awareness and Etiquette training on a biannual basis.

### ***Disability City Network***

The Disability City Network, the Mayor's Office's employee resource group for people with disabilities and allies, continues to be active. Among the highlights of 2024 was an event hosted by the group featuring a book talk with Judge David Tatel, a former federal appellate judge and author of *Vision: A Memoir of Blindness and Justice*.

### ***Accessibility Resources for Mayor's Office Employees***

In addition to the resources described above:

- In 2025, the Mayor's Office re-designed its intranet site for employees. The site now includes a page dedicated to accessibility resources available to Mayor's Office employees.

- Beginning in October 2024, MOPD has published The A11Y Times, a light-hearted quarterly newsletter for Mayor’s Office staff that provides accessibility-related tips and news.

## **Promoting Employment for People with Disabilities Citywide**

The City of New York has made significant investments in increasing employment for New Yorkers with disabilities. In July 2023, the City announced its [Plan to Advance Career Success for New Yorkers with Disabilities](#) that aims to reduce barriers to employment and careers for people with disabilities and to connect 2,500 to jobs over three years. The plan reflects a unique collaboration among Mayoral offices, including the Mayor’s Office of Talent and Workforce Development (“NYC Talent”), the Mayor’s Office for People with Disabilities (MOPD), and the Mayor’s Office for Economic Opportunity (NYC Opportunity).

In the first year of the plan, the city connected over 500 individuals with disabilities to jobs. As the plan approaches its second-year anniversary in July 2025, the city remains ahead of pace towards its job placement goal of connecting 1,100 New Yorkers with disabilities to jobs through the current fiscal year (FY25).

### ***Center for Workplace Accessibility and Inclusion (CWAi)***

NYC Talent launched the Center for Workplace Accessibility and Inclusion (CWAi) which addresses the structural challenges that many people with disabilities face when pursuing a career.

Below are some of the initiatives and activities that CWAi has participated in, in addition to other initiatives described in this section and the creation of the digital accessibility training for all City employees described in the Digital Accessibility section of this report.

- In March 2024, NYC Talent also launched a demonstration project, the Partnership for Inclusive Internships (PII) program, with AHRC NYC. The PII Program is an inclusive internship program for people with disabilities primarily focused on positions in New York City government. NYC Talent is investing \$750,000 over a three-year period for this program.
- In July 2024, CWAi celebrated its one-year anniversary and the one-year anniversary of the Plan to Advance Career Success for New Yorkers with Disabilities by convening 70 stakeholders and partners from city and state agencies, industry, and community organizations at Microsoft’s Dag Hammarskjold Plaza location. The City provided an update on the milestones and achievements

of the first year of the plan. Participants from the Partnership for Inclusive Internships program and NYC: ATWORK shared their positive experiences getting connected to impactful work experiences and careers. Additionally, Microsoft expressed their commitment to partnering with the city to provide an in-kind donation of the Microsoft Digital Accessibility training for 300,000+ city employees. Finally, CWAI advisory council member, Stephen DeStefani, Senior VP and Program Executive, Lead Neurodiversity Ecosystem of Wells Fargo, provided a preview of their Neurodiversity Initiative Workshop for organizations and how to implement neuro-inclusive practices in public and private organizations.

- In October 2024, CWAI convened its [Advisory Council](#) kickoff meeting with 20 public-private organizations in various sectors. The advisory council, led by Angela Lean, Senior Business Program Lead for Accessibility Employee Experience at Microsoft, is a business-led council, established to provide guidance and feedback on the current workforce landscape and help strategize on how to approach and assist NYC employers and workforce providers create more accessible and inclusive workplaces. The Council is charged with making recommendations that help achieve the citywide talent objectives outlined in the City's Plan.
- In November 2024, CWAI hosted the Wells Fargo & UCONN Neurodiversity Employment Initiative full-day workshop, which they developed as a way to help more businesses adopt some of the inclusive practices that Wells Fargo has successfully implemented. CWAI promoted this workshop as a best practice in shaping the culture of inclusion and tapping into a rich often overlooked talent pool. Ten companies attended to create a blueprint tailored to their own organization's neurodiversity initiative goals.
- In December 2024, CWAI presented on the City's Plan to Advance Career Success for New Yorkers with Disabilities on the main stage at the [Harkin International Disability Employment Summit](#) in Washington DC.

## ***Co-Designing and Delivering Inclusive Employment Programs with and for People with Disabilities***

In March 2024, NYC Opportunity, MOPD and NYC Talent, in partnership with the NYC Department of Small Business Services (SBS), released a Request for Information (RFI) seeking feedback about a new approach to procurement, which involves working with people with disabilities with lived experience to help “co-design” workforce development programs for people with disabilities. In March 2024, these agencies hosted a public information session, attended by 100+ individuals. Overall, the RFI process resulted in over 100 submissions of questions and comments from 26 groups.



The RFI responses provided helpful feedback the City used to inform a Request for Proposals (RFP).

In March 2025, this group of partners formally released a Request for Proposals “Co-Designing and Delivering Inclusive Employment Programs with and for People with Disabilities.” This \$6+ million investment over four years marks a significant step towards fostering inclusivity and empowerment in our city. The RFP takes a co-design approach to developing and then implementing services that are specifically designed to: 1) empower individuals with disabilities to enter and succeed in the labor market; and 2) equip employers with the tools and strategies necessary to enhance the inclusivity and accessibility of their workplaces.

### ***NYC: AtWork***

MOPD’s NYC: AtWork is an employment program that recruits, pre-screens, and connects New Yorkers with disabilities to jobs and internships with established business partners in both the public and private sectors.

Since January 2024, in addition to its involvement in other initiatives described in this section of the report, the program has:

- Embedded three additional NYC: AtWork staff in Workforce1 Career Centers,<sup>1</sup> beginning with the Brooklyn Workforce1 – Manager of Career Services and two Career Advisors, which coincided with a relaunch of in-person direct services
- Continued to grow its public and private sector employer relationships and refer qualified jobseekers to open opportunities
- Hosted four hiring events
- Organized and delivered, along with other MOPD staff, disability etiquette and awareness trainings to over 525 employers, workforce providers, and community partners, including at all five Workforce1 hubs (see the Programmatic Access / Miscellaneous section of this report)
- Provided additional training at the Brooklyn Workforce1 on topics that included Social Security and Ticket to Work, reasonable accommodation, disclosure, and the impact of disability on employment

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<sup>1</sup> The NYC Department of Small Business Services offers free services at its network of Workforce1 Career Centers to prepare and help New Yorkers to find jobs. Job seekers can prep for their next interview, update their résumé, and connect with employers, or find the right training they need to succeed at these centers.

- Expanded benefits counseling at Workforce1 and, in collaboration with the NYC Department of Consumer and Worker Protection (DCWP), increased the number of financial counselors trained in disability-related financial concerns

As a result of these efforts, since July 2023, more than 100 offers have been made to jobseekers enrolled in the program and more than ten jobseekers enrolled in the program have been approved for the [55-a program](#) for City government positions, which allows qualified people with disabilities to fill civil service positions without the need to take the civil service exam.

## ***National Disability Employment Awareness Month (NDEAM)***

National Disability Employment Awareness Month (NDEAM) is an annual event held in October that highlights the contributions of people with disabilities to the workforce and promotes inclusive employment practices. In October 2024, CWAI and MOPD cohosted a National Disability Employment Awareness Month (NDEAM) event at the NYC Economic Development Corporation with over 110 attendees. Attendees enjoyed a musical performance by students from the Filomen M. D'Agostino Greenberg Music School, a school for individuals who are blind or have low vision. CWAI recognized six accessible and inclusive partners within the community: Accenture, NYC Department of Citywide Administrative Services (DCAS), Filomen M. D'Agostino Greenberg Music School, Lincoln Center, Tech Kids Unlimited and The Axis Project. Finally, MOPD facilitated an engaging panel discussion highlighting a participant's successful transition from an internship with the PII program at MOPD to a permanent role with DCAS and how his supervisor helped to support his career journey.

## **Effective Communication**

Over the past year, the Mayor's Office has undertaken or participated in the following initiatives to support effective communication for people with disabilities:

### **Deaf Access**

#### ***ASL Direct Program***

Through the ASL Direct Program, MOPD continues to provide a means for Deaf and hard of hearing constituents to communicate by videophone with an MOPD staff person who is fluent in American Sign Language (ASL) in order to receive information about City services and programs and referrals to external providers.

## ***ASL Interpretation for Mayoral Briefings***

Beginning in November 2024, MOPD has provided picture-in-picture ASL interpretation for the Mayor's weekly press briefings.

## ***Deaf Town Halls***

In September 2024, MOPD revived the Deaf Town Halls, which had been held during the COVID-19 pandemic. These events are an opportunity for City agencies, and occasionally other entities, to provide information to the Deaf community about their programs and services and to receive feedback. Typically, one or more agencies present on a particular topic for the first part of the event, followed by open Q and A. The events are designed to foster dialogue between the Deaf community and City and other agencies, providing a platform for addressing concerns and sharing insights.

Recent Deaf Town Halls have featured: the NYC Police Department (NYPD) (September 2024); the NYC Campaign Finance Board (CFB) and the NYC Board of Elections (NYC BOE) (October 2024); MOPD's NYC: ATWORK program (November 2024); the Metropolitan Transportation Authority (MTA) (February 2025) and the New York State Deaf DeafBlind and Hard of Hearing Office (April 2025).

Following the November event featuring their program, the NYC: ATWORK team has had increased engagement with Deaf jobseekers at the Workforce 1 Center in Brooklyn where part of the NYC: ATWORK team is embedded.

## ***ASL Content on NYC Websites***

MOPD and the Office of Technology and Innovation (OTI) have developed an ASL button that now allows most City agencies to post ASL versions of their website content in a particularly user-friendly way. An example of the ASL button in use can be found on the [Mayor's Office's Accessibility page](#).

## ***ASL Mini-Courses for Agency Staff***

MOPD's ASL Direct supervisor has continued to provide ASL courses for City agency staff. Specifically, since January 2024, he has served as one of two instructors in five 5-week courses for Department of Social Services (DSS) staff and taught an ASL class for NYC: ATWORK staff in Fall 2024. MOPD anticipates continuing to provide ASL instruction to City agency staff in 2025-2026.

## ***Deaf Etiquette and Awareness Training***

MOPD's ASL Direct Supervisor is a member of the team that provides live Disability Etiquette and Awareness Training to City agency staff and external partners (see Programmatic Access / Miscellaneous section of this report). In October 2024, he presented a very well-received training focused specifically on Deaf etiquette and awareness for all agency disability service facilitators (DSFs). MOPD plans to add this training to the suite of live trainings it offers to City agencies and partners.

In 2025-2026, the Mayor's Office anticipates continuing to increase the amount of City content that is available in ASL, including making some City public service announcements available in ASL on LINKNYC kiosks pursuant to [Local Law 19 of 2025](#).

## **Database of Assistive Listening Devices in City-Owned Buildings**

MOPD continues to maintain a [database of assistive listening systems in City-owned and operated buildings](#). This database was last updated with information received from City agencies in April 2025.

## **Plain Language**

The Mayor's Office, through the Mayor's Office for People with Disabilities (MOPD), the Mayor's Office of Immigrant Affairs (MOIA), and the Service Design Studio at the Mayor's Office for Economic Opportunity (NYC Opportunity)—continues to raise awareness about the importance of plain language and provides training and resources to support its use across City agencies.

# **Physical Accessibility**

## **Physical Accessibility of City Hall**

In 2024, in response to complaints from disability advocates that a step on the plaza in front of City Hall was difficult to see and posed a trip hazard, the Mayor's Office placed planters and signage to indicate and draw attention to the change in level. Facilities has also placed additional signage outside the men's restroom on the second floor indicating there is an accessible men's restroom in the basement. Other improvements the Mayor's Office is currently exploring include installing a wheelchair charging station in the basement and/or Council chambers (at a later date).

## **MOPD Director of Physical Accessibility**

In April 2024, MOPD onboarded a Director of Physical Accessibility, who is a licensed architect. In addition to providing technical expertise to other City agencies on specific projects, the Director has provided multiple trainings on physical accessibility to City agency staff and partners, including a training in August 2025 in collaboration with the NYC Department of Social Services for more than 400 supportive housing providers. He also sits on the Accessibility Technical Committee that is assisting with revisions to the City's construction code.

## **Programmatic Access / Miscellaneous**

### **Disability Service Facilitator (DSF) Program**

MOPD meets monthly with agency disability service facilitators (DSFs) and has recently added weekly office hours. Some of the monthly meetings include formal trainings. Others are opportunities for information sharing. For example, recent meetings have included a presentation and discussion about agency employee resource groups and a presentation by the Service Design Studio about the [Community Compensation Fund](#), which enables community members to be compensated for input they provide to City agencies to help inform their work (e.g., through participating in focus groups).

Additionally, MOPD organizes occasional field trips to enrich the DSFs' understanding of disability issues, culture and history. Recent field trips have included tours of the PS 47 museum, focusing on the history of the City's first public school for the Deaf, and of the Andrew Heiskell Braille and Talking Book Library. Also, MOPD recently added a "Meet a DSF" feature to the [DSF webpage](#).

### **Accessible Event Planning**

A Guide to Planning Accessible Events is currently being finalized and will be published by MOPD in early summer. MOPD will be working with agency DSFs, Citywide Event Coordination and Management (CECM), and NYC Service to distribute the guide widely and to advertise the availability of trainings on the guide to City agencies and partners.

### **Disability Etiquette and Awareness Training**

MOPD has continued to offer live Disability Etiquette and Awareness training for City agencies and others. All of the presenters are employees of MOPD and have lived experience as people with disabilities. Since January 2024, MOPD has presented live

trainings to more than 500 people, including employers, workforce providers, and community partners, including at all five Workforce1 hubs. For City agencies, this live training supplements DCAS's online training.

## **MOPD Hosted Community Meetings and Events**

MOPD continues to hold the Deaf Town Halls described in the Effective Communication section of this report as well as its quarterly community meetings, which are a forum for City, State and federal agencies to provide updates to the local disability community. Additionally, MOPD continues to host and co-host other events promoting accessibility and inclusion for New Yorkers, such as the National Disability Employment Awareness Month event described in the Workplace Inclusion section of this report. MOPD also participated in numerous other events, including District 75 Back-to-School events, the Disability Pride Parade and the New York City Veteran and Military Family Summit at Yankee Stadium.

## **Mayor's Office of Engagement, NYC Service**

In 2024-25, NYC Service administered three AmeriCorps programs with members serving 10-12 months with community-based organizations or City agencies. NYC Service's AmeriCorps member recruitment strategy continued to incorporate direct outreach to organizations serving people with disabilities and AmeriCorps members continued to receive disability etiquette training from MOPD. Additionally, NYC Service provided training to supervisors at host sites that included a review of reasonable accommodation processes, and language on the reasonable accommodation process was included in member and site agreements and handbooks. In 2024-25, the Lighthouse Guild was one of AmeriCorps host sites.

## **Public Engagement Unit**

The Public Engagement Unit (PEU) plays a crucial role in advocating for the Senior Citizen Rent Increase Exemption (SCRIE) and Disability Rent Increase Exemption (DRIE) programs. PEU's "Rent Freeze" team performs targeted outreach to seniors and individuals with disabilities, aiming to identify eligible New Yorkers who are not yet enrolled in the programs. In addition, new to 2025, the Rent Freeze team at PEU is providing support to homeowners with properties listed for lien sale by offering screening, application assistance, and submission for eligible individuals seeking tax exemption. Applying for a tax exemption allows for the removal of their property from the lien sale list.

PEU remains dedicated to assisting potentially eligible individuals in applying for the programs, frequently providing step-by-step guidance throughout the process. PEU collaborates closely with its partners at the Department of Finance to ensure that applications are submitted correctly, thoroughly vetted, and approved. PEU is collaborating with the offices of elected officials, and community organizations to organize SCRIE/DRIE clinics aimed at educating community staff and community members at large on the application process, enabling them to guide others in the community on how to apply for these programs.

## **Conclusion**

The Mayor's Office looks forward to continuing both to make its own workplaces, programs and services more accessible and inclusive for people with disabilities and to provide leadership and guidance to City agencies and partners as we build a more inclusive City for all.