



**New York City Employees' Retirement System
Local Law 12 of 2023
Accessibility Progress Report (2025-2026)**

Table of Contents

General.....	3
Disability Service Facilitator and Other Key Accessibility Information.....	4
Online Resources	4
Feedback Process.....	5
Progress Report.....	6
Feedback.....	13
Conclusion.....	13

General

Mission and Background of NYCERS

The prime function of the New York City Employees' Retirement System (NYCERS) is to administer the statutory pension benefits of its clients, retirees and beneficiaries. NYCERS' talented, professional and dedicated employees are committed to providing superior service by:

- Making correct benefit payments in a timely manner;
- Leveraging modern technology to set new standards of excellence in the services NYCERS provides; and
- Maximizing investment returns on the funds of the system with an appropriate level of risk.

NYCERS provides multiple channels for members, retirees, and beneficiaries to access services and complete transactions.

- **Online Services:**
Members and retirees can create a personalized MyNYCERS account at www.mynycers.org to access most services and complete transactions securely online.
- **Customer Service Center:**
NYCERS operates a Customer Service Center located at:
340 Jay Street, Brooklyn, NY 11201
The center is open Monday through Friday, 8:00 a.m. to 5:00 p.m.
Clients may visit in person to submit applications, forms, and other documentation.
- **Call Center:**
Clients can speak with a representative by calling NYCERS at (347) 643-3000 for assistance.
- **Mailing Address:**
Clients may also submit documents and written correspondence to NYCERS at:
30-30 47th Avenue, 10th Floor
Long Island City, NY 11101

NYCERS' Accessibility Plan

This is NYCERS' first annual Progress Report following the publication of its five-year Accessibility Plan in March 2024. Over the past year, NYCERS has taken meaningful steps toward building a more accessible and inclusive environment for members, retirees, beneficiaries, and employees.

Key highlights since the publication of the Plan are:

- NYCERS' partnership with DCAS to deploy the Disability Awareness and Etiquette training for all NYCERS employees. This training is now mandatory on an annual basis to promote awareness and inclusive practices across the agency.
- The designation of a Digital Inclusion Officer, responsible for monitoring and communicating updates on digital accessibility standards and practices, ensuring NYCERS remain responsible and aligned with evolving requirements.

Statement of Commitment

NYCERS is committed to ensuring that all digital and physical content is accessible to and usable by people with disabilities. We are continually working to improve the user experience for everyone by applying the relevant accessibility standards. The NYCERS' Compliance Division is responsible for overseeing the implementation of the agency's five-year accessibility plan and ensuring timely completion of all initiatives.

For questions or comments regarding the accessibility plan, please contact: ComplianceDivision@nycers.org.

Disability Service Facilitator and Other Key Accessibility Information

NYCERS Disability Service Facilitator (DSF)

Email address: Accessibility@nycers.org

335 Adams Street, Suite 2300

Brooklyn, NY 11201

Online Resources

NYCERS' website contains useful information for people with disabilities, including:

- [Non-discrimination Policy and Notice of Rights](#)
- [Grievance Procedure](#)

- [Website Accessibility Feedback Form](#)
- [Website Accessibility Statement](#)

To access NYCERS' online accessibility resources, please visit www.nycers.org/website-accessibility (Appendix B)

Feedback Process

NYCERS welcomes your feedback on the accessibility of our digital content. If you encounter any accessibility barriers while using nycers.org or MyNYCERS, please use our feedback form on our website to report the issue.

If you require assistance accessing a specific program or service, please reach out to NYCERS' Disability Service Facilitator at Accessibility@nycers.org. We are committed to providing a responsible and inclusive experience for all users.

Progress Report

NYCERS has formed an Accessibility Committee composed of cross-functional stakeholders from across the agency. The committee created a charter outlining roles and responsibilities and developed an action plan to track the agency's accessibility initiatives and tasks. We believe this collaborative approach enabled us to successfully launch our Accessibility Plan on the NYCERS website ahead of schedule.

Physical Access

As of May 2025, NYCERS has:

- Conducted a physical access evaluation of both the Brooklyn and Long Island City office locations to assess compliance with accessibility standards.
- Discovered a gap in accessibility tactile signage—specifically, the absence of tactile signage with raised lettering indicating accessibility rest areas of individuals with disabilities.
- Installed compliant tactile signage in the identified areas to enhance navigation and accessibility for all visitors and staff.

By May 2026, NYCERS will:

- Continue to evaluate physical accessibility at all NYCERS facilities, responding to requests and feedback from clients and employees, and making improvements as needed to support an inclusive environment.

NYCERS' Digital Accessibility Progress and Planned Actions

Digital Accessibility Leadership and Tools

As of May 2025, NYCERS has:

- Designated a Digital Inclusion Officer to monitor and communicate digital accessibility updates, standards, and best practices throughout the agency.

- Utilized accessibility resources from the Mayor's Office for People with Disabilities, including the Accessible Documents Guide, Accessible PowerPoint Guide and Accessible PDF Guide for review and updates of forms, brochures, and other web content.

By May 2026, NYCERS will:

- Develop and implement a plan to educate staff on accessible document creation, targeting all employees who contribute to the NYCEConnect internal website.

NYCERS Website

Following the December 2024 update to the Web Content Accessibility Guidelines (WCAG), NYCERS must reevaluate its public website www.nycers.org, to ensure compliance with the current standards. The NYCERS' Communication Division will take the lead in coordinating third-party accessibility audits and oversee all necessary updates to ensure the website fully conforms to the latest WCAG requirements.

As of May 2025, NYCERS has:

- Performed an ADA compliance audit of our website www.nycers.org and modified it to comply with WCAG 2.1 Level AA standards.
- Systematically revised forms, brochures and publications to align with ADA standards to meet the needs of our members, retirees and beneficiaries.
- Used the Mayor's Office for People with Disabilities Accessible Documents Guide, Accessible PPT Guide and Accessible PDF Guide for creating documents and revising forms and brochures for the website.

By May 2026, NYCERS will:

- Re-evaluate and Audit Website:
Conduct a comprehensive ADA compliance audit of NYCERS' website (www.nycers.org) to ensure full alignment with the latest WCAG 2.2 Level AA standards.

- Continue Content Accessibility Improvements:
Continue to revise forms, brochures and other public-facing publications on the NYCERS website to ensure they meet accessibility requirements.

MyNYCERS ADA Compliance Audit and Accessibility Roadmap

An external vendor conducted an ADA compliance audit of the MyNYCERS website, which allows members and retirees to view account information and submit applications, forms and other documents. The audit identified several digital accessibility issues affecting NYCERS' applications and transactions.

As of May 2025, NYCERS has:

- Completed an ADA compliance audit of the MyNYCERS systems and website, focused on alignment with WCAG2.1 Level AA standards.
- Implemented modifications to address identified accessibility issues and improved the usability of the platform for individuals with disabilities.
- Categorized findings into four priority levels based on their impact on users with disabilities:
 - Critical
 - Serious
 - Moderate
 - Minor

By May 2026, NYCERS will:

- Reevaluate and perform a follow-up ADA compliance audit of our MyNYCERS website and related systems to ensure full compliance with the updated WCAG 2.2 Level AA standards.
- Prioritize and implement remaining recommendations identified in the original external vendor audit, with a focus on resolving high-impact accessibility barriers.

NYCERS' Internal Applications and Tools

Currently, no employees have self-identified as blind/low vision, deaf, or have physical disabilities that limit their ability to use NYCERS' internal applications and tools.

As of May 2025, NYCERS has:

- NYCERS has focused its accessibility efforts on ensuring that public-facing publications and digital tools comply with accessibility standards.

By May 2026, NYCERS will:

- Develop and prioritize a list of internal applications and tools for accessibility testing, with the goal of ensuring that they are inclusive and accessible to all current and future employees, regardless of disability status.

Learning Modules

As of May 2025, NYCERS has:

- Identified that NYCERS' learning materials and training modules have not yet been tested by users with disabilities to evaluate their usability with assistive technology.

By May 2026, NYCERS will:

- Develop and prioritize a plan to test internal learning modules, applications, and tools for accessibility, ensuring compatibility with screen readers, keyboard navigation, and other assistive technologies.

Effective Communications

As of May 2025, NYCERS has:

- Designated a Disability Services Facilitator (DFS) to support effective communication and accessibility for individuals with disabilities.

- Updated the employee handbook to include the contact details for both the ADA Coordinator and Disability Service Facilitator, ensuring employees are informed about available resources and support.
- Maintained active communication channels as outlined in NYCERS' published Accessibility Plan, including daily monitoring of the Accessibility email address for requests and inquiries.
- Informed clients with disabilities how to contact the DFS for further assistance when reaching out through the Customer Service Center.

By May 2026, NYCERS will:

- Continue enhancing communications efforts by improving how feedback and accessibility recommendations from clients with disabilities are received and addressed through the Customer Service Center.

Workplace Inclusion

As outlined in NYCERS' Vision 2027 Plan, Strategic Workforce Development has been identified as a key priority. NYCERS is committed to fostering a workplace where all employees are supported in their professional growth and have the opportunity to realize their full potential.

To support this commitment, development conversations and career planning have been made a required component of the employee evaluation process and training is widely available to all employees.

Agency Wide Training

As of May 2025, NYCERS has:

- In partnership with DCAS, launched the Disability Awareness and Etiquette Training for all NYCERS employees.
- Made the training mandatory, with an 86% completion rate for all employees, including consultants.

By May 2026, NYCERS will:

- Increase the completion rate by 8% across all divisions for the Disability Awareness and Etiquette Training.
- Identify and implement additional opportunities to promote disability awareness and inclusion throughout the year, such as observances, guest speakers, staff engagement activities, or ongoing learning modules.

Diversity, Equity, Inclusion, and Belonging (DEIB) Action Plan

As of May 2025, NYCERS has:

- Established a DEIB Committee, including an Executive Sponsor, with representation from multiple divisions across the agency to guide and champion DEIB efforts.
- Identified two agency wide DEIB objectives, developed corresponding action plans, and successfully implemented all actions in the plan.
- Developed an enterprise-wide Employee Development Life Cycle to support inclusive, structured, and equitable growth opportunities throughout each stage of an employee's career.
- Fostered a culture of two-way communication — over the past year, more than 90% of employees completed development plans through collaborative conversations with their managers.
- Updated our Diversity Values to align with and reflect a DEIB framework that emphasizes equity and belonging.
- Communicated the availability of coaching and career counseling to all employees as a resource for ongoing growth and professional development.

By May 2026, NYCERS will:

- Establish and strengthen infrastructure to support optimal career development at all levels of the organization, ensuring that opportunities for growth are accessible, equitable, and strategically aligned with agency goals.
- Ensure systemic consistency across all organizational policies, procedures, and practices by integrating DEIB principles into agency-wide standards and decision-making frameworks.

- Continue to increase employee education and awareness of NYCERS DEIB framework and commitments through learning opportunities, communications, and engagement initiatives.
- Propose and implement an updated DEIB Action Plan for the next cycle.

Change Management

NYCERS' Organization Change Management practices play a key role in managing the human side of agency transitions and is committed to ensuring a smooth and successful implementation of new initiatives. As part of this effort, NYCERS is incorporating accessibility considerations into the planning and execution of change, with a focus of assessing the impact on both clients and employees with disabilities.

As of May 2025, NYCERS has:

- Recognized the importance of integrating accessibility into all phases of change management and has committed to considering accessibility when launching new initiatives.

By May 2026, NYCERS will:

- Add accessibility to the agency's Organizational Change Management Checklist, ensuring it becomes a standard consideration in every project and policy change.
- Develop an Accessibility Impact Assessment Tool to evaluate how new initiatives may affect clients and employees with disabilities, and to ensure appropriate accommodations and inclusive practices are built into implementation plans.

Employee Recruitment and Retention

As of May 2025, NYCERS has:

- Recognized the need to establish clear career pathways for all employees, including employees with disabilities.

By May 2026, NYCERS will:

- Build the framework to implement a Human Resources Information System (HRIS) that will centralize NYCERS' HR Data, streamline recruitment and onboarding workflows, automate performance review cycles, and provide managers with tools to support employee development and retention.
- Continue to provide training opportunities and coaching to all employees to facilitate their professional development.
- Continue to provide career counseling services to all employees through NYCERS' in-house Career Counselor, with a focus on providing guidance on the Civil Service process and identify career advancement opportunities.

Feedback

NYCERS welcomes and encourages feedback regarding any accessibility issues clients may encounter using our services. NYCERS clients and employees are invited to share their experiences, concerns, or suggestions by emailing us at Accessibility@nycers.org. This input is critical in helping NYCERS improve access and ensure an inclusive experience for all.

Conclusion

NYCERS remains deeply committed to advancing equity-both within its workforce and in the delivery of services to members, retirees and beneficiaries. It is the policy of NYCERS to comply with all applicable laws, including, but not limited to, the Americans with Disabilities Act (ADA), the Rehabilitation Act, the New York State Human Rights Law, and the New York City Human Rights Law. NYCERS does not discriminate on the basis of disability in the provision of benefits and services and continually works to create an environment that is welcoming, accessible, and inclusive for all individuals, including those with disabilities.