

Accessibility Progress Report 2025-2026

I. Introduction

In November 2022, New York City voted to establish the Commission on Racial Equity (NYC CORE) to hold NYC government accountable to advance racial equity in government operations and to increase community voice in government decision making. NYC CORE is charter mandated to work with communities to do the following:

1. Identify and propose community equity priorities. These community equity priorities will inform city government's newly required racial equity planning process and actions.
2. Review and publicly comment on the new citywide Racial Equity Plans.
3. Publicly track agency compliance with Racial Equity Plans and processes.
4. Receive complaints about agency conduct that may have the effect of exacerbating racial equity disparities and make recommendations to agencies to address such complaints where appropriate.
5. Respond to requests of the speaker of the council and its committees regarding racial equity concerns.

To carry out the mandate, the Commission engages in various cycles of community engagement throughout the City's diverse communities to increase their voice in government decision making. NYC CORE works to achieve its mission through community outreach, workshops, and training sessions among other initiatives. These efforts are made in collaboration with different advocacy organizations, city agencies, elected officials, and community stakeholders.

II. Statement of Commitment

The New York City Commission on Racial Equity (NYC CORE) is committed to ensuring that people with disabilities have full access to our facilities, programs, and services. The Commission's Disability Service Facilitator (DSF) works to ensure that the Commission complies with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. Programs operated or otherwise funded by the NYC Commission on Racial Equity are required to make reasonable accommodations necessary to enable people with disabilities to participate in programs, services and activities. Language interpretation, captioning services, and other assistive technologies are available upon request.

III. Disability Service Facilitator and Other Key Accessibility Information

Wesley Brown

Senior Compliance Associate, Language Access Coordinator and ADA Coordinator/ Disability Service Facilitator

22 Reade Street, 6th Floor,

New York NY 10007

Email: AccessCORE@core.nyc.gov

IV. How to file language or disability access grievance?

New Yorkers may file a language or disability access grievance for any of the following reasons:

- If they are denied a request for a non-employment-related reasonable accommodation of policies and procedures that will allow you to participate in our programs, services and activities.
- If they have a complaint about our policies and procedures concerning access to a particular program or activity.
- If they did not receive service from the NYC Commission on Racial Equity because of the language they speak.

You can file a grievance anonymously and regardless of your immigration status. You are not required to leave your name or contact information, if you want to be anonymous. If you wish to file a grievance for any of the above reasons, you or your designee must do so within 60 calendar days of the alleged violation.

You can file grievances by emailing the NYC Commission on Racial Equity Language Access Coordinator and Disability Service Facilitator at AccessCORE@core.nyc.gov.

It helps if you can provide this information:

- Your name, address, phone number and/or email address
- A description of the problem
- Where and when it occurred
- Language you speak

V. Feedback Process

NYC CORE welcomes feedback on accessibility issues from members of the public and employees. Feedback may be submitted anonymously. Please submit feedback by emailing the Commission on Racial Equity Language Access Coordinator and Disability Service Facilitator at AccessCORE@core.nyc.gov.

VI. Agency-Wide Trainings

Training is an important aspect of providing accessible programs and services. It is essential to ensure that everyone, including people with disabilities, can access NYC CORE's programs, services, and digital content. To help ensure that NYC CORE operates in a manner that is respectful to and inclusive of people with disabilities:

1. Every two years, NYC CORE's employees will be required to take the Disability Awareness and Etiquette training course through the Mayor's Office of People with Disabilities (MOPD) and the Department of Citywide Administrative Services (DCAS).
2. In co-ordination with MOPD, CORE will incorporate methods for communicating with people who are deaf or hard of hearing, blind, or have low vision of its language access training for employees.
3. All staff will participate in a mandated training on: Every Body Matters: EEO and Diversity & Inclusion and LGBTQIA+ Diversity & Inclusion training every two years. (2025, 2027)
4. Managers/Supervisors will participate in training on Structured Interview Training and Unconscious Bias training every two years. (2025, 2027)
5. The Director of Operations and Administration will support inclusive environments in our day-to-day operations and track intended outcomes through the completion and Annual and Quarterly Diversity, Equity, Inclusion and EEO Reports

Developments since 2025

- Successfully hired an EEO officer
- Formalized a reasonable accommodation request policy and procedures
- Identified required training that CORE staff will take
- Increased knowledge of accessible communication strategies
- All staff have completed LGBTQIA+ Diversity & Inclusion training

Goals for 2026-27

- Develop strategies to conduct recruitment that is inclusive of disabled New Yorkers
- Incorporate methods for communicating with people who are deaf or hard of hearing, blind, or have low vision in LAIP

VII. Physical Accessibility

NYC CORE moved in July 2025 into office space at 22 Reade Street, a city-owned building managed and maintained by the Department of Citywide Administrative Services (DCAS). In support of its commitment to accessibility, DCAS ensures that all new construction and renovations meet accessibility standards in accordance with the New York City Building Codes, 2010 ADA Standards for Accessible Design, the 1991 ADA Standards for Accessible Design, and any additional state and local requirements that may apply.

Over the next two years, DCAS plans to conduct architectural surveys of City-owned properties, including the common area of 22 Reade Street. In addition, NYC CORE will conduct a self-assessment accessibility survey of our office space. NYC CORE will utilize this self-assessment to address access issues, including, where applicable, alterations or structural changes to facilities or premises, planned upgrades or investments in technology.

Developments since 2025

- Worked with DCAS to move into new accessible physical space

Goals for 2026-27

- Conduct self-assessment accessibility survey
- Create sample accessibility language and templates for partner organizations Digital Access and Effective Communications

VIII. Digital Access and Effective Communications

NYC CORE has worked closely with the New York City Office of Technology and Innovation (OTI) to launch and update our website and other digital tools to support our work. Written and multimedia products are published on NYC CORE's website and advertised to the public via email and social media.

By May 2027, NYC CORE will be recognizing the need for vital assistive technologies and NYC CORE staff will work to make such resources available upon request by the public, including ASL, captioning services, large printing, audio recordings, assistive listening devices and other requested devices. In the case of scheduled meetings or events, these requests must be made known to the NYC CORE Disability Service Facilitator at least five business days before the event, to allow for sufficient time to contact and schedule any necessary additional services.

Developments since 2025

- Designated a digital inclusion officer and connected them to required MOPD training and additional resources on accessible media

Goals for 2026-27

- Create a policy for the creation of accessible media
- Create training and guide regarding the creation of accessible media

IX. Programmatic Access

NYC CORE provides programs to NYC communities through community-based organizations and contractors in addition to organizing in person, virtual and hybrid events including discussions, slide show presentations and multimedia explanatory products. Virtual presentations are

conducted over Microsoft Teams or Zoom, for which NYC CORE strives to include dial-in options when possible. Close captions, transcripts, ASL and other accommodation are available upon request from the public. NYC CORE is committed to ensuring the maximum accessibility of any shared materials upon request.

By May 2027, NYC CORE will work to ensure that events are held at locations that have accessible entrances, restrooms, and seating. NYC CORE will distribute guidance around accessibility to help Community partner staff, youth and families provide services that are inclusive of the diverse communities across NYC. Eventbrite and other promotional materials for events that are hosted directly by NYC CORE will specify contact information to communicate accessibility needs.

Developments since 2025

- Included language on how to obtain accommodations in programmatic materials
- Created sample accessibility language and templates for partner organizations

Goals for 2026-27

- Create a checklist for accessibility considerations to use for new projects
- Create training for staff regarding plain language and other accessibility concerns

X. Workplace Inclusion

NYC CORE has been engaged in considerable efforts to ensure that it adheres to the New York City's (City) EEO policies and that its reasonable accommodation process is compliant with applicable federal, state, and local laws. This includes providing tools, technology, workspaces, social and recreational events, and training that are accessible to all employees. Staff who require any disability related accommodation are directed to contact NYC CORE's Director of Operations and Administration who will work with DCAS to identify an Equal Employment Opportunity (EEO) officer able to address the request for reasonable accommodation

To continue building a diverse workforce and increase access to employment, NYC CORE is committed to ensuring that its recruitment, assessment, and on-boarding processes are fair and accessible to all applicants and potential employees. Absent an undue hardship or a direct threat, the agency will continue to provide reasonable accommodation for applicants and employees with disabilities. Reasonable accommodation can include a change in the workplace environment (such as modifying facilities or providing equipment), rules, or practice (such as when breaks are taken or how job tasks are performed).

Developments since 2025

- Successfully hired a new Director of Operations and Administration who is undertaking a review of internal policies and practices, including related to hiring, onboarding, and offboarding to promote inclusivity and equity

Goals for 2026-27

- Monitor and review accessibility requests and implement new policies as appropriate

XI. Conclusion

The NYC Commission on Racial Equity (NYC CORE) is committed to ensuring that people with disabilities have full access to our facilities, programs, and services. If you have questions about these services or need assistance securing accommodation, please contact our Disability Services Facilitator (DSF). The Commission's DSF works to ensure that the Commission complies with all applicable laws including, but not limited to, the Americans with Disabilities Act (ADA), Rehabilitation Act, the New York State Human Rights Law and the New York City Human Rights Law. Programs operated or otherwise funded by the NYC Commission on Racial Equity (NYC CORE) are required to make reasonable accommodations necessary to enable people with disabilities to participate in programs, services and activities. Language interpretation, captioning services, and other assistive technologies are available upon request.