



City of New York

OFFICE OF THE COMPTROLLER

Scott M. Stringer
COMPTROLLER



AUDITS & SPECIAL REPORTS

Marjorie Landa

Deputy Comptroller for Audit

Audit Report on the New York City
Mayor's Office for People with
Disabilities' Compliance with Local Law
27 of 2016 Regarding Designation of a
Disability Service Facilitator

SZ20-112A

June 30, 2021

<http://comptroller.nyc.gov>



THE CITY OF NEW YORK
OFFICE OF THE COMPTROLLER
SCOTT M. STRINGER

June 30, 2021

To the Residents of the City of New York:

My office has audited the New York City Mayor's Office for People with Disabilities (MOPD) to determine whether, pursuant to Local Law 27, which requires that each City agency designate a disability service facilitator (DSF) to coordinate its efforts to comply with the Americans with Disabilities Act (ADA). We audit City agencies such as MOPD to help ensure that they are complying with applicable laws and regulations and that they are providing residents with access to important City services.

The audit found that MOPD complied with Local Law 27 in the areas we reviewed and tested. MOPD designated a DSF who is knowledgeable on the ADA and other federal, State, and local laws that impact people with disabilities. In addition, MOPD developed and maintains a list of the DSFs of all City agencies that is available on its website, and coordinates training on disability access for City agencies. Our review found that MOPD has made continuous progress in providing guidance on meaningful disability access to ensure people with disabilities have adequate access to City services through the various agencies' DSFs. MOPD's designated DSF manages its responsibilities under the ADA and other federal, State, and local laws and regulations concerning accessibility for persons with disabilities. MOPD's DSF coordinates disability access services, auxiliary aids or services for effective communication, or modifications of policies or procedures to participate in an MOPD program, service, or activity as necessary, and can be contacted for additional information regarding disability access.

The audit also found that MOPD provides training to other City agencies' DSFs and other City employees regarding accessibility to people with disabilities through its Disability Service Facilitator Academy. DSF training is conducted through a two-day course that provides the most relevant and up-to-date guidelines, resources, and other pertinent information, including that specific to City governmental programs, services, and activities offered to people with disabilities.

The report recommends that MOPD continue to adhere to Local Law 27. Specifically, MOPD should continue to coordinate disability access services through its designated DSF, provide training to City agencies' DSFs on disability access, and maintain and publish on its website a list of designated City agency DSFs and their contact information.

The results of the audit have been discussed with MOPD officials, and their comments have been considered in preparing this report. Their complete written response is attached to this report. If you have any questions concerning this report, please e-mail my Audit Bureau at audit@comptroller.nyc.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott M. Stringer".

Scott M. Stringer

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
Audit Findings and Conclusion	2
AUDIT REPORT	3
Background	3
Objective.....	4
Scope and Methodology Statement.....	4
Discussion of Audit Results	5
FINDINGS AND RECOMMENDATION	6
Recommendation	8
DETAILED SCOPE AND METHODOLOGY.....	9
APPENDIX I	
APPENDIX II	
ADDENDUM	

THE CITY OF NEW YORK OFFICE OF THE COMPTROLLER AUDITS & SPECIAL REPORTS

Audit Report on the New York City Mayor's Office for People with Disabilities' Compliance with Local Law 27 of 2016 Regarding Designation of a Disability Service Facilitator

SZ20-112A

EXECUTIVE SUMMARY

In 2016, the New York City (City) Council enacted Local Law 27, which requires that each City agency designate a disability service facilitator (DSF) to coordinate its efforts to comply with the Americans with Disabilities Act (ADA). The DSF must be knowledgeable about the ADA and other federal, State, and local laws and regulations concerning persons with disabilities. Local Law 27 also requires each City agency to make the name, office address, and telephone number of each employee who serves as a disability service facilitator available to the public. Additionally, the head of each agency must make the agency's disability service facilitator available to confer with and receive periodic training from the Mayor's Office for People with Disabilities (MOPD). Finally, Local Law 27 requires MOPD to post on its website the names of persons designated to act as the disability service facilitator within each agency.

MOPD is the liaison between City government and the disability community. MOPD is responsible for developing protocols and giving guidance to agencies to ensure that people with disabilities can access City services. MOPD works with all City offices and agencies and aims to ensure that the rights and concerns of the disability community are included in all City initiatives and that City programs and policies consistently address the needs of people with disabilities. Through its work and advocacy, MOPD strives to steadily improve services and programs for 920,000 New Yorkers who have self-identified as living with a disability, as well as the approximately six million annual visitors to the City who have disabilities.¹ In doing this work and in its advocacy, MOPD incorporates all facets of life including transportation, employment, healthcare, housing, education, financial empowerment, and access to City services. Furthermore, MOPD engages in advocacy and policymaking at the local, New York State (State), national, and international levels to make certain that accessibility and full inclusion are key priorities for all public and private stakeholders. This audit focused on whether MOPD complied with Local Law 27 and whether

¹ These figures are published on MOPD's website and in its Language Access Plans. <https://www1.nyc.gov/site/mopd/about/about.page>

MOPD published a list of all City agencies' DSFs on its website and whether it provided training to City agencies' DSFs.

Audit Findings and Conclusions

We found that MOPD complied with Local Law 27 in the areas we reviewed and tested. MOPD designated a DSF who is knowledgeable on the ADA and other federal, State, and local laws that impact people with disabilities. In addition, MOPD developed and maintains a list of the DSFs of all City agencies that is available on its website, and coordinates training on disability access for City agencies. Our review found that MOPD has made continuous progress in providing guidance on meaningful disability access to ensure people with disabilities have adequate access to City services through the various agencies' DSFs. MOPD's designated DSF manages its responsibilities under the ADA and other federal, State, and local laws and regulations concerning accessibility for persons with disabilities. MOPD's DSF coordinates disability access services, auxiliary aids or services for effective communication, or modifications of policies or procedures to participate in an MOPD program, service, or activity as necessary, and can be contacted by mail, email, or telephone for questions, comments, or requests for additional information regarding disability access.

We also found that MOPD provides training to other City agencies' DSFs and other City employees regarding accessibility to people with disabilities through its Disability Service Facilitator Academy. DSF training is conducted through a two-day course that provides the most relevant and up-to-date guidelines, resources, and other pertinent information, including that specific to City governmental programs, services, and activities offered to people with disabilities. The course also details the City's policies and procedures regarding disability access and information on the ADA, as well as other federal, State, and local laws that impact people with disabilities. Moreover, as part of the training it provides, MOPD convenes quarterly meetings for DSFs to discuss disability topics important to their respective agencies as well as potential collaborations across agencies and programs. MOPD also provides DSFs with a DSF brochure, an accessibility toolkit, and a resource guide that contains links to disability information, guides, worksheets, and resources.

Moreover, as required by Local Law 27, MOPD maintains a list of the designated DSFs of City agencies. The list provides contact information including the name, office address, e-mail, and telephone number of the designated DSF of the respective agency in alphabetized order and is also available online on MOPD's website.

The following sections of this report discuss these findings in greater detail. Appendices I and II list and summarize the specific items we tested and the results of our tests.

Agency Response

In its response, MOPD agreed with the audit's findings and recommendation.

AUDIT REPORT

Background

New York City, with a population of more than 8 million people, is home to one of the most diverse populations in the world. According to its website, MOPD strives to steadily improve services and programs for 920,000 New Yorkers who have self-identified as living with a disability, as well as the approximately six million annual visitors to the City who have disabilities. The ADA is a federal law enacted in 1990 prohibiting discrimination against people with disabilities in many areas including employment, transportation, public accommodation, communications, and governmental activities. The ADA defines a person with a disability as anyone having a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. For individuals with disabilities, it can be very challenging to receive access to adequate quality service in those areas in the City.

In March 2016, Mayor de Blasio signed Local Law 27 increasing residents with disabilities' nondiscriminatory access to services provided by City government.² Local Law 27 requires that each agency designate a DSF to coordinate its efforts to comply with the ADA. The DSF must be knowledgeable about the ADA, and other federal, state, and local laws and regulations concerning persons with disabilities. The functions of the DSF include:

1. Serving as the primary contact within that respective agency for persons with disabilities;
2. Coordinating auxiliary services for persons with disabilities;
3. Responding to inquiries from members of the public concerning accessibility;
4. Developing agency policies and procedures to ensure full programmatic and communication accessibility for persons with disabilities;
5. Conducting periodic training for agency staff on disability access issues, as may be required by the head of such agency;
6. Providing accessible notices to members of the public advising them of their rights under the ADA, the New York State Human Rights Law, the New York City Human Rights Law, and regulations promulgated by such agency related to persons with disabilities, as well as the agency's ADA grievance procedure;
7. Assisting in the investigation of any complaint communicated to such respective agency alleging its noncompliance with the ADA and/or other applicable federal, State, and local laws relating to people with disabilities, or alleging any actions that would be prohibited by such laws;

² Local Law 27 of 2016 is codified at Title 23, Chapter 10, §§ 23-1001–1003 of the New York City Administrative Code.

8. Documenting and maintaining records of complaints made pursuant to the ADA and other applicable federal, State, and local laws relating to people with disabilities, and forward such complaints to the mayor's office for people with disabilities;
9. Analyzing and making recommendations to the head of each such agency and to the mayor's office for people with disabilities to resolve physical and programmatic access issues; and
10. Performing any other functions as may be assigned by the head of each agency.

Local Law 27 also requires each City agency to make the name, office address, and telephone number of each employee who serves as a DSF available to the public. Additionally, the head of each agency must make the agency's DSF available to confer with and receive periodic training from MOPD. Furthermore, MOPD must post on its website the names of persons designated to act as the DSF within each agency and conduct training for City agencies' DSFs. This audit focuses on MOPD's compliance with Local Law 27 of 2016 and whether MOPD published a list of all City agencies' DSFs on its website and whether it provided training to City agencies' DSFs.

MOPD is the liaison between City government and the disability community. MOPD is responsible for developing the protocol and giving guidance to agencies to ensure that people with disabilities can access City services. As part of its role, MOPD is required by Local Law 27 to provide training to DSFs of City agencies and publish a list of DSFs in City agencies. MOPD works with all City offices and agencies and aims to ensure that the rights and concerns of the disability community are included in all City initiatives and that City programs and policies consistently address the needs of people with disabilities. Through its work and advocacy, MOPD strives to steadily improve services and programs for 920,000 New Yorkers who have self-identified as living with a disability, as well as the approximately six million annual visitors to the City who have disabilities. In doing this work and in its advocacy, MOPD incorporates all facets of life including transportation, employment, healthcare, housing, education, financial empowerment, and access to City services. Furthermore, MOPD engages in advocacy and policymaking at the local, State, national, and international levels to make certain that accessibility and full inclusion are key priorities for all public and private stakeholders.

Objective

The objectives of the audit were to determine whether MOPD is in compliance with Local Law 27 of 2016, which requires that each City agency designate a DSF to coordinate agency efforts to comply with the ADA and whether MOPD published on its website a list of all City agency DSFs and whether MOPD provided training to City agencies' DSFs.

Scope and Methodology Statement

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, §93, of the New York City Charter.

To achieve our audit objective, we reviewed MOPD's list of designated DSFs for all City agencies, training material for DSFs and other pertinent documents, interviewed key MOPD personnel including its designated DSF, and examined MOPD's website. Our audit scope period was from June 15, 2020 through March 12, 2021. Please refer to the Detailed Scope and Methodology at the end of this report for the specific procedures and tests that were conducted.

Discussion of Audit Results

The matters covered in this report were discussed with MOPD officials during and at the conclusion of this audit. MOPD officials were notified of our findings during the course of the audit and agreed that a preliminary draft and an exit conference were not necessary. On June 15, 2021, we submitted a draft report to MOPD with a request for written comments. We received a written response from MOPD officials on June 28, 2021. In its response, MOPD agreed with the audit's findings and recommendation, stating, "MOPD will continue to maintain compliance with Local Law 27 of 2016 and ensure that Disability Service Facilitators assist the public with gaining access to City programs and services."

The full text of MOPD's response is included as an addendum to this report.

FINDINGS AND RECOMMENDATION

We found that MOPD complied with Local Law 27 in the areas we reviewed and tested. MOPD has a DSF who is knowledgeable on the ADA and other federal, State, and local laws that impact people with disabilities. In addition, MOPD developed and maintains a list of the DSFs of all City agencies that is available on its website, and coordinates training on disability access for City agencies' DSFs.³ In addition, through the work of its own DSF, MOPD has taken several steps to increase access to City services for persons with disabilities.

Specifically, we found that MOPD has a designated DSF to fulfill and execute MOPD's responsibilities under the ADA and other federal, State, and local laws and regulations concerning accessibility for persons with disabilities. The DSF coordinates disability access services, auxiliary aids or services for effective communication, or modifications of policies or procedures to participate in an MOPD program, service, or activity as necessary, and can be contacted by mail, email, or telephone for questions, comments, or requests for additional information regarding disability access. MOPD's DSF develops policies and procedures regarding disability access for persons with disabilities to ensure full programmatic and communication accessibility including guides on digital accessibility, a meeting notice guide for public events held by the City or on behalf of a City agency, and inclusive design guidelines for buildings. MOPD's DSF works with other City agencies to ensure that City programs and policies address the needs of people with disabilities.

MOPD's DSF has developed several guides to assist agencies with increasing disability access including an *Accessible Social Media Guide*, *Accessible Slide Decks and Presentation Guide*, *Accessible Virtual Meetings Guide*, *Audio Description and Captioning Guide*, a *Meeting Notice Guide*, and a *Basic Website Accessibility Checklist*. The *Inclusive Terminology Guide for People with Disabilities* includes offensive terms that should not be used to refer to persons with disabilities and alternative appropriate terms. The *Basic Website Accessibility Checklist* provides basic information on developing a digitally accessible website. The guide specifies that MOPD can be contacted through 311 for further information regarding digital accessibility. The *Accessible Social Media Guide* presents information on how to create a digital experience that can be enjoyed by all people. The *Accessible Slide Decks and Presentation Guide* explains how to make slide desks visually accessible and easily navigable by screen-readers. The *Accessible Documents Guide* explains how to effectively communicate with people with disabilities. The *Accessible Virtual Meetings Guide* provides information on how to make virtual meetings accessible to people with disabilities and includes information on what should be done before the meeting, how to use an accessible virtual conferencing platform, and providing accommodations as well as online.

In addition, MOPD's DSF contributed to the development of MOPD's *Inclusive Design Guidelines*, which provides voluntary technical guidance to help designers produce multisensory enhanced environments that accommodate a wide range of disabilities; as well as inclusive design guidelines geared specifically for sporting and recreation facilities, in which MOPD provides voluntary, prescriptive, technical guidance to help designers working on sports and recreation facilities include features for adaptive sports to foster the inclusion of sports for individuals with disabilities.

³ The DSF may also be referred to as the ADA Coordinator.

Furthermore, we found that MOPD's DSF provides accessibility notices that notify people with disabilities of their rights pertaining to disability access on local, State, and federal levels, including but not limited to their rights under the New York City Human Rights Law, New York State Human Rights Law, and the ADA. MOPD's DSF also notifies the disability community of the grievance process for complaints pertaining to disability access. MOPD's notices regarding grievances advise that 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. Moreover, MOPD's DSF permits alternative means of filing grievances, such as in-person interviews or an audio recording, upon request.

MOPD's DSF also investigates complaints regarding noncompliance with the ADA and other disability access laws on local, State or federal levels, and responds to grievances by contacting the grievant to discuss the complaint and any possible resolutions. MOPD retains records of grievances, appeals, and responses connected to the matter for at least three years, all of which are also available upon request from the DSF in alternative formats, including large print, audio recording, and Braille. MOPD's DSF also assists with disability access complaints from the public to other City agencies and makes recommendations to City agencies to assist in resolving the complaints.

Moreover, as required by Local Law 27, MOPD maintains a list of the designated DSFs of City agencies. The list, alphabetized by agency, provides contact information including the name, office address, e-mail address, and telephone number of each agency's designated DSF and is also available online on MOPD's website.⁴

Our audit also found that MOPD provides training to DSFs and other City employees regarding accessibility to people with disabilities through its Disability Service Facilitator Academy.⁵ DSF training is conducted through a two-day course that provides the most relevant and up-to-date information, guidelines, resources, and other pertinent information specific to City governmental programs, services, and activities offered to people with disabilities.⁶ The course also details the City's policies and procedures regarding disability access and information on the ADA, as well as other federal, State, and local laws that impact people with disabilities.⁷ Moreover, as part of the training it provides, MOPD convenes quarterly meetings for DSFs to discuss disability topics important to their agency as well as potential collaborations across agencies and programs. MOPD also provides DSFs with a disability service facilitator brochure, an accessibility toolkit, and a resource guide that contains links to disability information, guides, worksheets, and resources.

MOPD's DSF also coordinates auxiliary services, including but not limited to, wheelchair accessibility, CART, and assistive listening systems for people with hearing loss. Appendices I and II contain details of the specific items we tested and the results of our tests.

⁴ <https://www1.nyc.gov/site/mopd/initiatives/nyc-disability-service-facilitators-contact-information.page>

⁵ MOPD also provides disability awareness training to City employees which serves as a basic awareness training on disability that includes ADA information, language etiquette, and other best practices regarding assisting people with disabilities.

⁶ During the pandemic, MOPD provided training through Zoom.

⁷ The training is administered through MOPD, the ADA National Network, and the New York City Department of Citywide Administrative Services.

Recommendation

We recommend that MOPD continue to adhere to Local Law 27. Specifically, MOPD should continue to coordinate disability access services through its designated DSF, provide training to City agencies' DSFs on disability access, and maintain and publish on its website a list of designated City agency DSFs and their contact information.

MOPD Response: MOPD will continue to maintain compliance with Local Law 27 of 2016 and ensure that Disability Service Facilitators assist the public with gaining access to City programs and services.

DETAILED SCOPE AND METHODOLOGY

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives. This audit was conducted in accordance with the audit responsibilities of the City Comptroller as set forth in Chapter 5, § 93, of the New York City Charter.

Our audit scope period was from June 15, 2020 through March 12, 2021.

We reviewed MOPD's list of designated DSFs for City agencies, DSF training material and other pertinent documents, and website. We also interviewed key MOPD personnel.

To achieve our objectives, we performed the following:

- Reviewed Local Law 27 and the ADA;
- Reviewed Local Law 26 of 2016 Regarding Accessibility of City Government Websites;
- Reviewed Local Law 28 of 2016 Regarding Notification of Accessibility for Events Open to the Public for Residents with Disabilities;
- Reviewed the following MOPD annual reports to determine what steps the City took to provide access to City services and to improve the quality of life and access to City services for people with disabilities:
 - *Accessible NYC 2016 Edition: City of New York,*
 - *Accessible NYC 2017 Edition: City of New York,*
 - *Accessible NYC 2018 Edition: City of New York,*
 - *Accessible NYC 2019 Edition: City of New York,*
 - *Accessible NYC 2020 Edition: City of New York;*
- Created compliance checklists to assess MOPD's compliance with Local Law 27;⁸
- Conducted interviews with MOPD's designated DSF and other staff members;
- Obtained and reviewed the following guides to determine ADA accessibility guidance:
 - *Accessible Social Media Guide*
 - *Accessible Slide Decks and Presentation Guide;*
 - *Accessible Virtual Meetings Guide;*
 - *Audio Description and Captioning Guide;*
 - *The Inclusive Terminology Guide for People with Disabilities;* and
 - *Basic Website Accessibility Checklist*
- Tested whether MOPD coordinated disability access services and responded to inquiries from members of the public regarding accessibility;
- Obtained and reviewed documentation and assessed whether MOPD ensured full programmatic accessibility for persons with disabilities;

⁸ See Appendix I for the completed checklist created in connection with this audit.

- Tested whether disability access services could be requested or described through anonymous phone calls to MOPD's main public access line;
- Obtained and reviewed the DSF listing from MOPD's website to determine whether the listing included required contact information;
- Contacted each DSF to determine whether the listing was accurate and up-to-date;
- To determine whether MOPD provided required training, we reviewed the material MOPD provided related to classroom training it offered with a listing of the attendees and reviewed the training webinars on MOPD's website.
- To determine whether MOPD held quarterly meetings, we viewed a meeting on-line;
- To determine whether MOPD provided agencies with pertinent resources as required by Local Law 27, we performed the following steps:
 - Reviewed and assessed MOPD's *Meeting Notice Guide* to determine whether it provided the required guidance on ensuring advertisements for public events meet the requirements of Local Law 28 and had a comprehensive list of common disability access symbols;
 - Compared the *Meeting Notice Guide* with the ADA requirements;
 - Reviewed whether MOPD distributed the *Meeting Notice Guide* to City agencies and the public upon request;
 - Observed public event notification materials for events hosted by MOPD (electronic and in-print) to determine whether they showed contact information for disability access services and a deadline for disability access accommodation requests;
- Obtained and reviewed MOPD's disability access training manual for disability service facilitators and/or written policies and procedures;
- Assessed whether MOPD created disability accessibility notices for members of the public advising them of their rights under the ADA and MOPD's disability access grievance procedure;
- Reviewed MOPD's website to determine whether it took additional measures to ensure access to City services for people with disabilities during COVID-19; and
- Reviewed MOPD's guides on accessibility for people with disabilities.

In addition, we conducted various audit tests as noted in Appendix II.

LOCAL LAW 27 COMPLIANCE CHECKLIST

Question	Auditors' Assessment	Auditors' Comments
1. Does MOPD have a disability service facilitator?	Yes	MOPD has a designated disability service facilitator (DSF).
2. Does MOPD's DSF assist City agencies in the investigation of complaints related to disability access assist have a complaint procedure?	Yes	MOPD's DSF investigates complaints regarding disability access violations against the ADA and other federal, State, or local laws for City agencies.
3. Is the name, address, and telephone number of MOPD's disability service facilitator publicly available?	Yes	MOPD provides the name, address, and telephone number of its DSF to the public. Additionally, MOPD maintains a list of the names, addresses, and telephone numbers of all City agency DSFs.
4. Does MOPD provide auxiliary services upon request?	Yes	MOPD's DSF, upon request, provides appropriate aids and services for effective communication for persons with disabilities so that they can participate equally in Mayoral programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairment. These services are available to the public and to all City agencies.
5. Does MOPD have policies and procedures to ensure full programmatic and communication accessibility for persons with disabilities?	Yes	MOPD's DSF develops policies and procedures to ensure full programmatic access and communication accessibility for persons with disabilities including guides on digital accessibility, a meeting notice guide for public events held by the City or on behalf of a City agency, and inclusive design guidelines for buildings.
6. Does MOPD provide periodic training for staff regarding disability access issues?	Yes	MOPD provides training to the DSFs of City agencies on their role and responsibilities and also provides a basic awareness training for City employees that includes ADA information, language etiquette, and other best practices regarding assisting people with disabilities.
7. Does MOPD have accessibility notices informing residents with disabilities concerning their rights under ADA?	Yes	MOPD's DSF provides accessibility notices informing persons with disabilities of their rights under the ADA and how to file a grievance if they feel discriminated against on the basis of their disability. The DSF also provides information about alternative means of filing grievances.

LOCAL LAW 27 COMPLIANCE CHECKLIST

8. Does MOPD's DSF document and maintain records of complaints regarding federal, state, or local laws of ADA?	Yes	MOPD documents and maintains the records of all complaints regarding disability access against City agencies for at least 3 years, all of which are available upon request in alternative formats, including large print, audio recording, and Braille, from the DSF.
9. Does the disability service facilitator have knowledge of applicable laws?	Yes	MOPD's DSF has knowledge of disability access rights on federal, State, and local levels including the ADA, New York State Human Rights Law, and New York City Human Rights Law.
10. Does MOPD provide programmatic and communication access for those with disability?	Yes	MOPD's DSF coordinates auxiliary services including wheelchair accessibility, communication access real-time translation (CART), assistive listening systems for people with hearing loss, qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairment. MOPD also works to ensure digital accessibility of its website and the websites of all City agencies for persons with disabilities, including City agency social media accounts.

LOCAL LAW 27 COMPLIANCE OBSERVATION


EXAMPLE OF DISABILITY SERVICE FACILITATOR COMMUNICATION



MOPD'S DISABILITY SERVICE FACILITATOR BROCHURE (FRONT)

LOCAL LAW 27 COMPLIANCE OBSERVATION

EXAMPLE OF DISABILITY SERVICE FACILITATOR COMMUNICATION

Background	What is the role of a DSF?	Reasonable Modification Requests
 <p>In 2016, Mayor de Blasio signed Local Law 27 to ensure that people with disabilities are able to access the broad array of services and support that NYC government provides.</p> <p>In order to improve access to NYC government services for people with disabilities, Local Law 27 requires that every NYC government agency appoint a Disability Service Facilitator.</p> <p>All DSF Contact Information available at nyc.gov/dsf</p>	<p>Disability Service Facilitators (DSF) collaborate with MOPD to promote accessibility and inclusivity within their respective agencies.</p> <p>These duties may include:</p> <ol style="list-style-type: none">1. Serve as the primary point of contact within their respective agencies for people with disabilities.2. Coordinate appropriate accommodations and services for people with disabilities.3. Respond to inquiries from the public regarding issues of accessibility4. Educate agency staff on disability issues through programming and training. <p><small>Page 29</small></p>	<p>Under the Americans with Disabilities Act (ADA) City government must make reasonable modifications to their policies and procedures to accommodate the needs of people with disabilities.</p> <p>Some examples of reasonable modifications may include:</p> <ol style="list-style-type: none">1. A city ordinance that prohibits dogs in public places must be modified to allow people to use service animals in public places.2. The ADA requires City government to effectively communicate by providing "auxiliary aids and services".

MOPD'S DISABILITY SERVICE FACILITATOR BROCHURE (BACK)

LOCAL LAW 27 COMPLIANCE OBSERVATION
EXAMPLE OF DISABILITY ACCESS COMMUNICATION FOR DSFs

Accessibility Toolkit and Resource Guide

For NYC Disability Service
Facilitators

Version 1.0 Spring 2018
nyc.gov/accessibilitytoolkit

MOPD'S TOOLKIT AND RESOURCE GUIDE WHICH PROVIDES DISABILITY SERVICE FACILITATORS WITH QUICK LINKS TO DISABILITY INFORMATION, GUIDES, WORKSHEETS, AND RESOURCES.

LOCAL LAW 27 COMPLIANCE OBSERVATION

EXAMPLE OF DISABILITY ACCESS COMMUNICATIONS FOR DSF
TRAINING

**NYC Disability Service
Facilitator/ADA Coordinator
Training – Pilot Program**

**September 14th and 15th
Citywide Training Center
Municipal Building 1 Centre Street, 24th Floor
New York, NY 10007**

Training Packet



MOPD'S TRAINING PROGRAM FOR DISABILITY SERVICE FACILITATORS WHICH PROVIDES TRAINING ON THE AMERICANS WITH DISABILITIES ACT, AS WELL AS OTHER FEDERAL, STATE, AND LOCAL LAWS THAT IMPACT PEOPLE WITH DISABILITIES.

LOCAL LAW 27 COMPLIANCE OBSERVATION

EXAMPLE OF DISABILITY ACCESS COMMUNICATIONS



Disabilities Awareness



Presentation Developed by
Mayors Office for People with Disabilities
2018

www.nyc.gov/mopd

MOPD'S DISABILITIES AWARENESS TRAINING POWERPOINT WHICH PROVIDES BASIC DISABILITY AWARENESS TRAINING INCLUDING ADA INFORMATION, LANGUAGE ETIQUETTE, AND OTHER BEST PRACTICES.



June 28, 2021

Ms. Marjorie Landa
Deputy Comptroller for Audit
Office of the Comptroller, Bureau of Audit
1 Centre Street, Room 1100
New York, NY 10007

Re: Draft Audit Report on the New York City Mayor's Office for People with Disabilities' Compliance with Local Law 27 of 2016 Regarding Disability Service Facilitators at the City Agencies (SZ20-112A)

Dear Deputy Comptroller Landa:

This letter is to confirm receipt of the above-mentioned Draft Audit Report that the Comptroller's Office shared with the New York City Mayor's Office for People with Disabilities (MOPD) on June 15, 2021.

MOPD thanks the Office of the Comptroller for its findings that MOPD complies with Local Law 27 of 2016 and is upholding its responsibilities to New Yorkers with disabilities.

MOPD will continue to maintain compliance with Local Law 27 of 2016 and ensure that Disability Service Facilitators assist the public with gaining access to City programs and services.

Sincerely;

A handwritten signature in blue ink that reads "Victor Calise". The signature is written in a cursive style.

Victor Calise
Commissioner