



## Local Law 12: Accessibility Progress Report

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### Introduction

The New York City Department of Veterans' Services (DVS) is committed to ensuring that its workplace, programs, services, and communications are accessible to people with disabilities. Accessibility is central to DVS's mission to connect, mobilize, and empower Veterans, Service Members, caregivers, survivors, and family members across New York City, many of whom live with service-connected, chronic, or invisible disabilities.

This Accessibility Progress Report provides an update on actions taken by DVS between 2024 and 2025 to advance the goals outlined in its Five-Year Accessibility Plan, developed pursuant to Local Law 12 of 2023.

### Disability Services Facilitator and Accessibility Contact

DVS has designated a Disability Services Facilitator (DSF) to coordinate accessibility efforts and respond to accommodation requests related to programs, services, and digital content.

#### Disability Services Facilitator

New York City Department of Veterans' Services

1 Centre Street, 22nd Floor

New York, NY 10007

**Phone:** [\(212\) 416-5250](tel:2124165250)

**Email:** [connect@veterans.nyc.gov](mailto:connect@veterans.nyc.gov)

Members of the public may contact the DSF to request accommodations or provide feedback related to accessibility.



## **Feedback Process**

DVS welcomes feedback on the accessibility of its facilities, programs, services, and digital content. Feedback may be provided by phone or email and may be submitted with or without identifying information.

## **Programmatic Access**

### **Progress (2024–2025)**

DVS continued delivering services through Veteran Resource Centers (VRCs) located throughout the five boroughs. These satellite offices provide walk-in and scheduled assistance and connect Veterans and their families to a wide range of services, including:

- Disabilities Support
- Education and Employment Assistance
- Food and Income Support
- Legal Support
- LGBTQ+ Veteran Services
- Money Management
- Senior Veteran Services
- Social Enrichment and Recreation
- Substance Use Support
- Women Veterans' Services
- Transportation Assistance

DVS staff regularly provided alternative service arrangements, including phone- and email-based assistance, when Veterans encountered barriers to in-person access. Accessibility considerations were incorporated into the planning of public-facing events and outreach activities, including identifying points of contact for accommodation requests.

### **Next Steps (2025–2026)**

DVS will:

- Develop and use a programmatic accessibility checklist when launching or modifying services
- Formalize a process for documenting accessibility concerns at Veteran Resource Center locations and coordinating with host facilities
- Continue incorporating Veteran feedback into service delivery improvements



## Digital Access and Effective Communication

### Progress (2024–2025)

DVS maintained a public [Website Accessibility Statement](#) and continued assessing its digital content through self-evaluation. DVS's digital content remains partially conformant with [WCAG 2.1 Level AA](#).

During the reporting period, DVS:

- Maintained an online accessibility feedback mechanism
- Made reasonable efforts to use clear, plain language in digital communications
- Provided captions for video content where feasible on platforms that support captioning
- Considered accessibility best practices in website and social media communications, including alternative text for images when feasible

### Next Steps (2025–2026)

DVS will:

- Continue incorporating accessibility considerations into new digital content
- Encourage feedback on website and social media accessibility
- Share internal guidance on accessible digital and virtual communications

## Physical Access

### Progress (2024–2025)

DVS continued operating from its primary administrative office at 1 Centre Street, a City-owned building. As a tenant agency, DVS coordinated with the building's managing entity on building-wide accessibility considerations.

Veteran Resource Centers continued operating within City, State, and federal facilities, including borough halls, City Council district offices, and Department of Veterans Affairs medical centers. DVS worked collaboratively with host facilities to support accessibility and adjusted service delivery when physical barriers were identified.



## **Next Steps (2025–2026)**

DVS will:

- Conduct annual walkthroughs of DVS-occupied public-facing spaces
- Continue coordination with host facilities to raise and track accessibility concerns
- Reinforce alternative service delivery options when physical barriers cannot be immediately resolved

## **Workplace Inclusion**

### **Progress (2024–2025)**

DVS continued coordinating with Citywide Equal Employment Opportunity and reasonable accommodation processes to support employees with disabilities. Staff were informed of how to request reasonable accommodations and where to direct accessibility-related inquiries.

### **Next Steps (2025–2026)**

DVS will:

- Review internal policies and practices to ensure accessibility considerations remain integrated
- Continue coordination with City partners to address accommodation requests in a timely manner

## **Training**

### **Progress (2024–2025)**

DVS promoted disability awareness and etiquette among staff and began planning participation in accessibility-related trainings offered by the Mayor's Office for People with Disabilities, including Disability Etiquette and Awareness Training. Accessibility considerations were incorporated into staff guidance and operational discussions.



## **Next Steps (2025–2026)**

DVS will:

- Ensure staff participate in Disability Etiquette and Awareness Training as operationally appropriate
- Leverage Citywide training opportunities related to accessibility, digital access, and effective communication
- Reinforce accessibility considerations in staff onboarding and ongoing guidance

## **Conclusion**

During the 2024–2025 reporting period, DVS made meaningful progress toward advancing accessibility across its programs, services, facilities, and communications. The Department remains committed to continuous improvement and to ensuring that Veterans with disabilities can access services equitably and with dignity.

DVS will continue monitoring progress, incorporating feedback, and refining practices in alignment with its Five-Year Accessibility Plan and Local Law 12 of 2023.