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Int. No. 821-A

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A Local Law to amend the administrative code of the city of New York, in relation to requiring the department for the aging to maintain non-digital access to forms and services, and to repeal certain repetitions of the definition of "older adult center" in title 21 of such code

Be it enacted by the Council as follows:

Section 1. Section 21-201 of the administrative code of the city of New York is amended by adding a new subdivision g to read as follows:

g. "Older adult center" shall mean a facility, other than a social adult day care, operated by a person pursuant to a contract with the department to provide services to older adults on a regular basis including, but not limited to, meals, recreation, and counseling.

§ 2. The definitions of "older adult center" in subdivision a of section 21-210, subdivision a of section 21-216, and subdivision a of section 21-217 are REPEALED.

§ 3. Chapter 2 of title 21 of the administrative code of the city of New York is amended by adding a new section 21-218 to read as follows:

§ 21-218 Non-digital access to forms and services. a. Definitions. For purposes of this section, the following terms have the following meanings:

Covered services. The term "covered services" means any information that is made available to the public regarding services offered or administered by the department, including, but not limited to, any application or enrollment information regarding such services.

Digital. The term "digital" means access to information or materials through a website, online portal, or

mobile web application.

Non-digital. The term "non-digital" means access to information or materials through means other than digital technology, including printed material and telephonic technology.

b. Non-digital access to covered services. The department shall ensure that covered services that are made available online or in a digital format are accessible at the same level of functionality through non-digital means, including by phone and in paper format. Access to covered services by phone shall include the ability to initiate and complete applications, receive guidance regarding additional documentation necessary to support an application, learn the status of an application, and request that covered services be sent to a recipient by mail, which shall be sent within 5 business days of such a request, unless the department has reason to believe that the safety of an older adult would be jeopardized by mailing such materials. Access to covered services shall also be made available at older adult centers in paper format.

c. Accessibility. Non-digital access to covered services required pursuant to subdivision b of this section shall be provided in English and the designated citywide languages as defined in section 23-1101.

§ 4. This local law takes effect 180 days after it becomes law.

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