

FY 2025 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

Part I: Narrative Summary

Agency Name: NYC DEPARTMENT OF SOCIAL SERVICES/HUMAN RESOURCES ADMINISTRATION/DEPARTMENT OF HOMELESS SERVICES

☒ 1st Quarter (July -September), due November 6, 2024

☒ 2nd Quarter (October – December), due January 30, 2025

☒ 3rd Quarter (January -March), due April 30, 2025

☐ 4th Quarter (April -June), due July 30, 2025

Prepared by:

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Name	Title	E-mail Address	Telephone No.
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Date Submitted: May 1st, 2025

FOR DCAS USE ONLY:

Date Received:

FY 2025 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Instructions for Filling out Quarterly Reports FY 2025

[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2025.

For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2025 DEI-EEO plan. Insert these statements in the corresponding sections of the Quarterly Report below, particularly sections IV, V, and VI.

For Q2, Q3 and Q4, use previous quarter's submission to update their status, retaining all information for the prior quarters. You should also add programs and initiatives begun in these quarters even if they were not mentioned in the Annual Plan]

1. Please save this file as **"XXXX Quarter X FY 2025 DEI-EEO Quarterly Report.Part I"**, where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Word format. **Please do not convert it to PDF.**
2. Complete the "Diversity, Equity, Inclusion and EEO Training Summary" details in Part II – Training Summary [see the attached Excel file].

Core EEO Training: Copy the information from the Training Completion Report you receive quarterly from DCAS Learning & Development onto grey-shaded cells in rows 26, 30, 34, and 38. Include any of these trainings that were administrated by your agency in the rows immediately below (27, 35, 39).

Other Diversity, Equity, Inclusion and EEO Related Training: Beginning with row 45, include training classes co-organized or co-sponsored by your agency EEO and/or HR that are related to the development of the agency staff in the areas of equal employment, diversity, inclusion, civil rights, workplace culture and behavior, interpersonal relations, and community relations.

3. Mark progress in check boxes in the column for the current quarter. [Note: **Delayed** = behind schedule; **Deferred** = put off until later when better resources become available.]
4. Please save the Excel file as **"XXXX Quarter X FY 2025 DEI-EEO Report.Part II Training Summary"**, where 'XXXX' is the commonly used acronym of your agency. You must submit this file in MS Excel format. **Please do not convert it to PDF.**

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I. Commitment and Accountability Statement by the Agency Head

Distributed to all agency employees? ☒ Yes, On (Date): July 22, 2024 ☐ No

☒ By e-mail

☐ Posted on agency intranet and/or website

☐ Other _____

II. Recognition and Accomplishments

The agency recognized employees, supervisors, managers, and units demonstrating superior accomplishment in diversity, equity, inclusion, and equal employment opportunity through the following:

☐ Diversity, equity, inclusion and EEO Awards

☐ Diversity, equity, inclusion and EEO Appreciation Events

☐ Public Notices

☐ Positive Comments in Performance Appraisals

☒ Other (please specify): ____As part of the Annual ADA Celebration Event, the DSS Office of Disability Affairs acknowledged exceptional service to people with disabilities by awarding Excellence awards with gift certificates to 3 DSS/HRA/DHS employees, 1 DSS team, and 6 HRA/DHS provider agency employees.

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* Please describe DEI&EEO Awards and/or Appreciation Events below:

III. Workforce Review and Analysis

I. Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2024): 12,714 Q2 (12/31/2024): 12,706 Q3 (3/31/2025): 12544 Q4 (6/30/2025): _____

II. Agency reminded employees to update self-ID information regarding race/ethnicity, gender, and veteran status.

☒ Yes On (Date): Reminded to log on when ☐ Yes (again) on (Date): _____ ☐ No

☒ NYCAPS Employee Self Service (by email; strongly recommended every year)

☐ Agency's intranet site

☐ On-boarding of new employees

☐ Newsletters and internal Agency Publications

III. The agency conducted a review of the quarterly CEEDS reports and the dashboard sent by DCAS to the EEO Officer with demographic data and trends, including workforce composition by job title, job group, race/ethnicity and gender; new hires, promotions and separation data; and utilization analysis.

☒ Yes - on (Dates): The agency has a CEEDs review scheduled on March 31st.

Q1 Review Date: _____ Q2 Review Date: _____ Q3 Review date: _____ Q4 Review date: April 2nd 2025

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The review was conducted with:

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> Agency Head | <input checked="" type="checkbox"/> Agency Head | <input type="checkbox"/> Agency Head | <input type="checkbox"/> Agency Head |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Human Resources |
| <input type="checkbox"/> General Counsel | <input type="checkbox"/> General Counsel | <input type="checkbox"/> General Counsel | <input checked="" type="checkbox"/> General Counsel |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted | <input type="checkbox"/> Not conducted |

IV. EEO, Diversity, Inclusion and Equity Initiatives for FY 2025

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2025.

A. Workforce:

Please list the **Goals, Planned Programs, Initiatives, and Actions aimed at Workforce** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2025*, which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

DSS will continue to collaborate with the Partnership for Inclusive Internships (PII) Program that is now funded through the NYC Office of Talent and Workforce Development. DSS will continue to host interns and continue to promote the program citywide, statewide, and nationally.

Workforce Goal #1 Updates:

In Q1, 23 interns were actively in place in the PII Program within the DSS/HRA/DHS systems, including 11 newly onboarded interns. 5 of previous interns were hired at ACS, MTA, DOT, and DCAS. The DSS Executive Director of Disability Affairs met with AHRC and the Office of the Chief Disability Officer on supporting expansion of PII at the State level as well as with the NYC Office

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of Talent and Workforce Development regarding continuing the promotion of the program within NYC government. She also participated in the Disability Pride Event sponsored by The Center for Workplace Accessibility and Inclusion (CWA) in July and attended Governor Hochul's Disability Pride Event in Albany. In addition, in Q1, the PII collaboration was short-listed for the Zero Project Awards 2025, a prestigious international award for Innovative Solutions in Inclusive Employment and ICT. There were over 500 applicants from over 90 countries. Finalists will be announced in December of 2024.

In Q2, 18 interns were actively in place in the PII Program within the DSS/HRA/DHS systems with no newly onboarded interns. Four previous interns were hired at DSS in Q2. The DSS Executive Director of Disability Affairs co-presented on PII nationally for an ANCOR webinar. In addition, in Q2, the PII collaboration was ultimately selected for Zero Project Awards 2025, a prestigious international award for Innovative Solutions in Inclusive Employment and ICT. There were over 500 applicants from over 90 countries. The PII team will travel to Vienna, Austria to receive their award in March 2025.

In Q3, 11 interns were actively in place in the PII Program within the DSS/HRA/DHS systems with 2 newly onboarded interns. 2 previous interns were hired at DSS in Q3. Additionally, The DSS Executive Director of Disability Affairs and the AHRC NYC PII leadership team traveled to the UN facility in Vienna, Austria to receive their Zero Project Award for Innovative Solutions in Inclusive Employment and ICT.

Workforce Goal/Initiative #1 Update:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

1. Q1: The Office of Equity and Inclusions and HRS are in the beginning stages of succession planning for 2025. This would also include continuing to create the diversity recruitment strategy.
 - The agency is currently working on the following:
 - Identification of Key Positions
 - Determining which roles are critical to the organization's success.

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- Talent Assessment
- Development Programs: Offering training and mentorship to prepare potential successors for future roles.
- Transition Planning: Establishing timelines and processes for how transitions will occur.

1. Q2: The Office of Equity and Inclusions and HRS are in the beginning stages of succession planning for 2025. E&I and HRS are in phase 2 of succession planning. During this phase they worked on the following.
 - Developed Competency Models: Created detailed profiles outlining the competencies, skills, and experience required for each critical position within the organization.
 - Established Development Plans: For potential identified successors, which include training programs, mentorship opportunities, and cross-functional projects to build necessary skills.

Workforce Goal/Initiative #2 Update:

Q1 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

1. Q1 The Office of Equity & Inclusion will continue to promote and host Inclusive Leadership professional development program.
2. Q2. The Office of Equity & Inclusion will continue to promote and host Inclusive Leadership professional development program.
 - The Office of Equity & Inclusion planned the fourth cohort of the speed/group mentor program. This cohort included all staff with a collaboration from the Workforce Development Office.
 - The Office of Equity & Inclusion is planning a reunion event for former speed mentor participants in April.
 - The Office of Equity & Inclusion will host cohort 5 for the summer.

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Workforce Goal/Initiative #3 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

3. Efforts to reduce Workforce underutilization:

The agency will meet EEO Professional, principal Human Resources professional (or designee), and Agency Head the underutilization reports. On an annual basis we will identify whether there are barriers to equal employment opportunities and determine what, if any, actions are required to correct deficiencies.

- The Office of Equity & Inclusion is planning to discuss CEEDS with Human Resources in March.

Workforce Goal/Initiative #4 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

B. Workplace:

1. The DSS Office of Disability Affairs (ODA) will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act.
- ❖ In Q1, ODA began planning this year's ADA Anniversary Event, meeting with panelists for a virtual event entitled *Demystifying Special Education: Guidance for DSS/HRA/DHS and Provider Agency Staff*.

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- ❖ In Q2, ODA hosted *Demystifying Special Education: Guidance for DSS/HRA/DHS and Provider Agency Staff*. It was a highly successful event with 181 participants. We also distributed Excellence Awards and gift cards to DSS/HRA/DHS staff, one DSS Program Area, and to Provider Agency staff that excelled in their commitment and ability to serve people with disabilities.

Workplace Goal/Initiative #1 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☒ Completed
 Q3 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

1. The DSS Office of Disability Affairs will continue to publish a newsletter entitled *Disability Digest* to be distributed to select Agency and Provider staff. Each issue focuses on a different disability-related topic, shares relevant policies, and provides information on resources and events.
 - In Q1, two issues of the Disability Digest were published with the following themes:
 - Special Education Resources
 - Resources for People who are Blind or Low Vision
 - In Q2, one issue of Disability Digest was published:
 - Epilepsy/Seizure Disorders
 - In Q3, one issue of Disability Digest was published:
 - Dementia/Alzheimer's disease

Workplace Goal/Initiative #2 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

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Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

3. The DSS Office of Disability Affairs will continue to host Lunch & Learn programming regarding disability-related issues, available to all DSS Agency and Provider Agency staff. These Lunch & Learns are subsequently placed on a private YouTube Channel so that our employees and provider agency staff can view them at their leisure.

❖ In Q1, the following Lunch & Learns were held:

- July: **An Overview of Adult Protective Services (APS)** (115 attendees)
- September: **Substance Use Supports: Recovery and Harm Reduction Resources at DSS-HRA-DHS** (207 attendees)

❖ In Q2, no Lunch & Learns were held as efforts were placed on planning the ADA Anniversary Event. Lunch & Learns are resuming in January.

❖ In Q3, the following Lunch & Learn was held:

- January: All About Access-a-Ride! (239 attendees)

Workplace Goal/Initiative #3 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

4. The DSS Office of Disability Affairs, along with OPPT, will continue to provide 4–8 hour trainings (Part 1, Part 2 and Full-Day Introduction to Disabilities) on working with people with disabilities to HRA, DHS and Provider Agency staff. The DSS Office of

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Disability Affairs, in collaboration with HRS and EEO will provide trainings for Supervisors entitled Creating a Mentally Healthy and Disability- Friendly Workplace

- Q 1: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing. In addition to the standard trainings, ODA conducted a Disability Refresher training for the Office of Constituent Services; presented on Disability Access to Domestic Violence Residential Providers and Staff; co-presented with MOPD on Accessibility for Supportive Housing Providers; Provided a Disability Refresher for the HRA HARU Unit and Center 90 staff.
- Q 2: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing. In addition to the standard trainings, ODA conducted 8 Disability Refresher trainings for the Office of Constituent Services Infoline staff; presented on Disability Access to Domestic Violence Residential Provider Agency staff; Curated a training on *Creating a Disability Friendly and Mentally Healthy Workplace* for the DSS Leadership Development Institute.
- Q3: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing. In addition to the standard trainings, ODA conducted 2 Disability Refresher trainings for the Office of Constituent Services Infoline staff; and conducted an additional training on Disability Access to Domestic Violence Residential Provider Agency staff.

Workplace Goal/Initiative #4 Update:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

5. Other Workplace Activities:

The Office of Equity & Inclusion conducts biweekly presentations during new employee orientations. The information that we present on includes details on the following:

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- Office of Equity & Inclusion
- Employee Programs
- The benefits of joining and employee heritage group.
- The agency's employee excellence program
- Agency's Blood Drive
- Overview of the EEO Office

C. Community and Equity, Inclusion and Race Relations:

1. Our overall goal is to increase the percentage contract share for M/WBEs experiencing persistent disparities in securing larger HRA and DHS contract awards. Specifically, we are interested in increasing Black-, Hispanic-, and Native American-Owned firms and Asian Woman-Owned firms' contract awards on our contracts over \$1.5M. Some challenges that will need to be accounted for in attaining this goal include a lack of M/WBE availability right-sized to compete in specialized scope areas. These firms also report challenges in tracking and responding to opportunities. As we work to ensure M/WBEs in these areas can compete and win a representative share of contracts, we anticipate a difficulty in making consistent progress year over year considering a single large contract award can significantly impact the distribution of contract outcome percentages and our agency's overall utilization rate. While we cannot control bid and proposal participation or contract awards on non-discretionary, competitively bid contracts, we will help M/WBEs successfully respond to our larger solicitations by 1) building awareness of opportunities; 2) targeting right-sized firms for participation in bid and proposal opportunities, and; 3) expanding and working with our existing vendor pool to build M/WBE capacity to perform on larger contracts. Key outcomes will include increases in disparate M/WBE participation on agency solicitations as well as increases to their percentage share of contract awards relative to their presence in the City's market.

- Short-Term Goals (2 Years): 1-2 goals that can more immediately respond to assessment and can be achieved by 2026.
- Medium-Term Goals (4 Years): 2-5 goals that support more transformational change and can be achieved by 2028.
- Long-Term Goals (10 Years): 1-3 goals that support structural reform and must address 2 of 5 core levers of government by 2034.

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Outcome measure

- Building on the defined challenge(s) and the goals of your agency's racial equity plan, draft outcome measures. Outcomes should be measurable and focus on what will change for the target population and/or community if the short, medium, and long-term goals are achieved.
- **Strategy 1**
- Increase M/WBE participation for disparate groups on bid and proposal solicitations over \$1.5M. This will be supported by liaising with other agencies for M/WBE suggestions, alerting strategically selected M/WBE bidders and contract awardees to opportunities as they are released, and conducting e-blasts with support from the Department of Small Business Services to attract new bidders.
- **Implementation Steps & Timeline:** Key implementation steps sharing how strategies will be operationalized, including key milestones by fiscal year
 - FY25 Send each bid or proposal over \$1.5M to 10 strategically selected M/WBEs from disparate groups with a goal of securing at least one M/WBE bid or proposal response. **We have been performing outreach as a part of our standard bidding process. While we are not a bidding agency, we opened three bids in Q2, and targeted firms actively bid on two of those three bids.**
 - FY26 Send each bid or proposal over \$5M to 10 strategically selected M/WBEs from disparate groups with a goal of securing at least one M/WBE bid or proposal response.
 - FY28 Send each bid or proposal over \$10M to 10 strategically selected M/WBEs from disparate groups with a goal of securing at least one M/WBE bid or proposal response.

Strategy 2

Help M/WBEs in disparate groups build capacity to help them compete and win on bid and proposal solicitations over \$1.5M. Create information pipelines and a capacity building program to help M/WBEs access City resources and learn how to improve on non-winning solicitations.

- **Implementation Steps & Timeline:** Key implementation steps sharing how strategies will be operationalized, including key milestones by fiscal year
 - FY25 Reinforce current agency policy that all purchases under \$250K go to an M/WBE, with priority on disparate groups. Hold at least one focused workshop for M/WBEs in disparate groups which provides information on common errors and successful strategies. The workshop will also connect firms to Citywide resources that will help them develop strong

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solicitation responses, access capital, and position for growth. Track M/WBEs who win subcontracts with our Human Service Providers valued at over \$1.5M and proactively encourage them to bid on HRA and DHS contracts.

Agency utilization with M/WBEs for contracts \$250K and below were 83% for DHS and 86% for HRA. Agency utilization with M/WBEs between \$20K and \$1M were 63% for DHS and 86% for HRA. Our first Capacity Building workshop is currently planned for March 2025. **The DSS M/WBE Program Team presented at a Capital Access and Pathways to City Contracting Event hosted by the Council for Black Business Enterprises in December 2024.**

Community/Equity/Inclusion Goal/Initiative #1 Update:

Q1 Update:	<input checked="" type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. The DSS Office of Disability Affairs (ODA) will continue to collaborate with the Mayor's Office for People with Disabilities (MOPD) on outreach related to ASL Direct and services for people who are deaf and hard-of-hearing. The DSS Office of Disability Affairs and other DSS Departments continue to meet every 6-8 weeks with MOPD regarding outreach for ASL Direct.
 - During Q1, DSS held regular meetings with MOPD re: ASL Direct Outreach. DSS continues to collaborate with MOPD on providing a 6-week ASL Mini-Course for DSS staff. The fourth series began at the end of Q1.
 - During Q2, DSS continued to hold regular meetings with MOPD re: ASL Direct Outreach. DSS continues to collaborate with MOPD on providing a 6-week ASL Mini-Course for DSS staff. The fourth series concluded this quarter. We have shortened the course to 5-weeks.

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Community/Equity/Inclusion Goal/Initiative #2 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q3 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

2. ODA, in collaboration with the DSS Office of Communications and Marketing (OCM), is in the process of developing a communication card (“Communicard”) for individuals living in shelter who are deaf.

- In Q1, ODA began scheduling and conducting Focus Groups to test the Communicard prototype with people who are deaf.
- In Q2, ODA held a focus group on the Communicard with individuals who are deaf at Bronx Independent Living Services (BILS). Their excellent feedback informed changes to the prototype. Additional focus groups are being scheduled for Q3.
- In Q3, ODA held two focus groups on the Communicard, both with professionals who are deaf and work with the community – one with Lexington School/Center for the Deaf and the other with The New York Foundling. Each focus group results in edits to the prototype that bring us closer to our goal of a soft launch in late spring/early summer.

Community/Equity/Inclusion Goal/Initiative #4 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

3. DSS is increasing access for people who are low vision by developing outreach materials in Large Print.

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- ❖ In Q1, planning continued for increased access to alternative materials. The HRA Guide to Services was converted to LP and Data Format.
- ❖ In Q2, the Language Access Team converted 3 notices and 1 flyer CAS-102, CAS-605, FIA-1028i and the FLY-1128 (DSS Services and Benefits) into large print English in. The FLY-1128 is also web accessible. We are working on converting the FLY-1128 into Braille.
- ❖ In Q3, the Language Access Team the FLY-1128 into Braille.

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
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Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

4. DSS Office of Disability Affairs hosts a quarterly Disability Advisory Panel, engaging advocates and people with disabilities from across the spectrum.

- ❖ In Q1, the Disability Advisory Panel was held in September.
- ❖ In Q2, the Disability Advisory Panel was held in December.
- ❖ In Q3, the Disability Advisory Panel was held in March. In addition, in accordance with Local Law 23 of 2023, DSS launched the Shelter Accessibility Advisory Panel which met 3 times in Q3

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

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6. Other Community programs and activities:

In the first quarter of fiscal year 2025, OCHIA conducted 13 in-person or virtual presentations/ workshops to over 500 participants. Several workshops were in collaboration with the Office of Eligibility Information Services to provide education to providers on health insurance for older adults (65+) or disabled New Yorkers. Engagement occurred at various community events, including older adult centers and a city library— a relationship started by OCHIA's NYC Library Initiative. Each engagement aimed to raise New Yorkers' awareness of the FE-ABD Program and the expansion of Medicaid to residents aged 65+ regardless of immigration status.

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Date	Borough	Agency/ Name of Event	Service offered (i.e. presentation or event)	Event Description
8/22/2024	Manhattan	UJESC*	Health Fair	Distributed material about the FE-ABD Program and other resources at this health and community event.
8/24/2024	Brooklyn	Fenimore Street United Methodist	Community Fair	Conducted outreach at this faith-based organization and distributed material on NYC services, including the FE-ABD Program.
9/4/2024	Manhattan	Karpas Center for Health Education and Community Outreach	Presentation	Presented at this center about health insurance options for older adults and advised about additional resources and NYC services.
9/5,9/12,9/19	Manhattan	UJESC*	Community Fair	Presented at this organization about health insurance options for older adults and advised about additional resources and NYC services.
9/10/2024	Multi-Borough	Disabled Aged Blind (DAB) Medicaid Eligibility	Presentation (virtual)	Workshop on Medicaid to healthcare providers, conducted jointly with colleagues in EIS.
9/13/2024	Manhattan	JASA (Jewish Association Serving the Aging)	Health/Resource Event	A community-based event directed at engaging the older adult population. Material pertaining to older adults, including the FE-ABD program, additional resources, and NYC services, were distributed.
9/14/2024	Brooklyn	Community School District 17 Back-to-School Event	Resource Fair	Distributed material about the FE-ABD Program and other resources at this community-based event.
9/14/2024	Brooklyn	Kingsboro Temple SDA	Health/Resource Fair	Distributed material about the FE-ABD Program and other resources at this faith-based event.
9/17/2024	Multi-Borough	Nursing Home Eligibility	Presentation (virtual)	Workshop on nursing home eligibility to healthcare providers, conducted jointly with colleagues of EIS.
9/17/2024	Manhattan	Seniors Helping Seniors	Presentation/Resource Fair	The event included a presentation by the Facilitated Enrollers of the FE-ABD Program on Medicaid, Medicare, and Medicare Savings Programs.
9/18/2024	Manhattan	NYC DOHMH	Health/Resource	Event for organizations connecting with the aging HIV population. Distributed material pertaining to older adults, including the FE-ABD program, additional resources, and NYC services.
9/18/2024	Manhattan	Harry Belafonte 115th Street Library	Presentation (virtual)	Presentation on Medicaid, Medicare, and the Medicare Savings Programs, and the FE-ABD Program

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Date	Borough	Agency/ Name of Event	Service offered (i.e. presentation or event)	Event Description
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8/24/2024	Brooklyn	Fenimore Street United Methodist	Community Fair	Conducted outreach at this faith-based organization and distributed material on NYC services, including the FE-ABD Program.
9/4/2024	Manhattan	Karpas Center for Health Education and Community Outreach	Presentation	Presented at this center about health insurance options for older adults and advised about additional resources and NYC services.
9/5,9/12,9/19	Manhattan	UJESC*	Community Fair	Presented at this organization about health insurance options for older adults and advised about additional resources and NYC services.
9/10/2024	Multi-Borough	Disabled Aged Blind (DAB) Medicaid Eligibility	Presentation (virtual)	Workshop on Medicaid to healthcare providers, conducted jointly with colleagues in EIS.
9/13/2024	Manhattan	JASA (Jewish Association Serving the Aging)	Health/Resource Event	A community-based event directed at engaging the older adult population. Material pertaining to older adults, including the FE-ABD program, additional resources, and NYC services, were distributed.
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9/18/2024	Manhattan	NYC DOHMH	Health/Resource	Event for organizations connecting with the aging HIV population. Distributed material pertaining to older adults, including the FE-ABD program, additional resources, and NYC services.
9/18/2024	Manhattan	Harry Belafonte 115th Street Library	Presentation (virtual)	Presentation on Medicaid, Medicare, and the Medicare Savings Programs, and the FE-ABD Program

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V. Recruitment

A. Recruitment Efforts

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training).

1. Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all City employees.
 - a. The agency utilizes ESS as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.

Recruitment Initiatives/Strategies #1 Update:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.
 - ❖ The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.

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Recruitment Initiatives/Strategies #2 Update:

Q1 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q2 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q3 Update: ☐ Planned ☐ Not started ☒ Ongoing ☐ Delayed ☐ Deferred ☐ Completed
 Q4 Update: ☐ Planned ☐ Not started ☐ Ongoing ☐ Delayed ☐ Deferred ☐ Completed

1. [Copy Recruitment Initiatives/Strategies from FY 2025 DEI-EEO plan]

- Enhanced Job Descriptions: Our job postings have been revised to remove any language that might deter candidates from diverse backgrounds. We have prioritized inclusive language and clear representations of our commitment to diversity.
- Training for Hiring Managers: We've conducted Structure Interview training for hiring managers to increase awareness of unconscious bias and improve best practices in diverse candidate engagement and evaluation.
- Mentorship Programs: We have created mentorship opportunities for new hires and all staff, pairing them with seasoned employees to support their career development. The agency also frequently holds professional development workshops.

Please describe the steps that your agency has taken to implement and achieve these initiatives/strategies. How do you evaluate the effectiveness of these actions?

- We analyze recruitment and hiring data to assess whether diversity initiatives result in increased representation in applicant pools and hires.

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- Reviewing Retention Rates: Monitoring retention rates of diverse employees gives insight into whether our onboarding and mentorship programs are effective in supporting new hires.

Recruitment Initiatives/Strategies #3 Update:

Q1 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q2 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q3 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input checked="" type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed
Q4 Update:	<input type="checkbox"/> Planned	<input type="checkbox"/> Not started	<input type="checkbox"/> Ongoing	<input type="checkbox"/> Delayed	<input type="checkbox"/> Deferred	<input type="checkbox"/> Completed

2. Please describe any recruitment efforts designed to increase the effectiveness and improve the hiring and selection reach of your agency during the quarter and describe the activities, including the dates when the activities occurred.

Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.

- ❖ Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the various heritage committees and program managers, upon request, to offer career development workshops.

B. Recruitment Efforts for Civil Service Exams

List all recruitment events that were held by the agency to promote open-competitive civil service examinations.

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Quarter #	Event Date	Event Name	Borough
		None	

List actual expenditures related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$) in Q1	Approximate Dollar Amount (\$) in Q2	Approximate Dollar Amount (\$) in Q3	Approximate Dollar Amount (\$) in Q4
Bronx	N/A	N/A		
Brooklyn	N/A	N/A		
Manhattan	N/A	N/A		
Queens	N/A	N/A		
Staten Island	N/A	N/A		

C. Recruitment Sources

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List recruitment sources used to fill vacancies in the current Quarter (include Q#)

1. LinkedIn
2. Monster diversity sites
3. Indeed.com
4. careerbuilder.com
5. citylimits.org

D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2025. **[Note:** Please update this information every quarter.]

Race/Ethnicity* [#s] * Use self-ID data obtained from NYCAPS; **Gender* [#s]** [N-B=Non-Binary; O=Other; U=Unknown] * **Use self-ID data**

1. Urban Fellows:

Q1 Total: __1__ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black__ Hispanic__ Asian/Pacific Islander__ Native American__ White__1_ Two or more Races__

Gender* [#s]: M __ F __1_ N-B __ O __ U __

2. Public Service Corps:

Q1 Total: __11__ Q2 Total: __20__ Q3 Total: __17__ Q4 Total: _____

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Race/Ethnicity* [#s]: Black__6__ Hispanic__3__ Asian/Pacific Islander__6__ Native American____ White__1__ Two or more Races__1__

Gender* [#s]: M__5__ F__12__ N-B____ U__

3. Summer College Interns: RFCUNY (4), CUNY Summer Launch (43) & Unpaid college credit (10) Q2: Unpaid college credit (2)

Q1 Total: __57__ Q2 Total: __2__ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black__13__ Hispanic__17__ Asian/Pacific Islander__20__ Native American____ White__2__ Two or more Races__5__

Gender* [#s]: M__26__ F__39__ N-B__2__ O__ U__

Q2. Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander__1__ Native American____ White____ Two or more Races__1__

Gender* [#s]: M__1__ F__1__ N-B____ O__ U__

4. Summer Graduate Interns:

Q1 Total: _____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

Gender* [#s]: M__ F__ N-B____ O__ U__

5. Other (Summer Youth Employment Program (SYEP):

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Q1 Total: _____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander____ Native American____ White____ Two or more Races____

Gender* [#s]: M ____ F ____ N-B ____ O ____ U ____

6. Other (specify): The Partnership for Inclusive Internships (PII)

Q1 Total: ____11____ Q2 Total: ____1____ Q3 Total: ____2____ Q4 Total: _____

Race/Ethnicity* [#s]: Black_1__ Hispanic____ Asian/Pacific Islander____ Native American____ White_1__ Two or more Races____

Gender* [#s]: M _2_ F ____ N-B ____ O ____ U ____

Additional comments:

7. Other (Resident Volunteer Corp (Mayoral program))

Q1 Total: ____1____ Q2 Total: _____ Q3 Total: _____ Q4 Total: _____

Race/Ethnicity* [#s]: Black____ Hispanic____ Asian/Pacific Islander_1__ Native American____ White____ Two or more Races____

Gender* [#s]: M ____ F _1_ N-B ____ O ____ U ____

8. Other (Modern Youth Apprenticeship Program)

Q1 Total: _____ Q2 Total: __9____ Q3 Total: _____ Q4 Total: _____

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Race/Ethnicity* [#s]: Black_3__ Hispanic_3__ Asian/Pacific Islander_1__ Native American____ White____ Two or more Races__2__

Gender* [#s]: M _3__ F _6_ N-B ____ O ____ U ____

9. Other (CUNY Spring Forward 2025)

Q1 Total: _____ Q2 Total: _____ Q3 Total: __9____ Q4 Total: _____

Race/Ethnicity* [#s]: Black_1__ Hispanic_1__ Asian/Pacific Islander_3__ Native American____ White_ 2__ Two or more Races_1__ Bengali __1__

Gender* [#s]: M _6__ F _3_ N-B ____ O ____ U ____

10. Other (International High School)

Q1 Total: _____ Q2 Total: _____ Q3 Total: __16____ Q4 Total: _____

Race/Ethnicity* [#s]: Black_2__ Hispanic_10__ Asian/Pacific Islander_4__ Native American____ White____ Two or more Races____

Gender* [#s]: M _10__ F _6_ N-B ____ O ____ U ____

11. Other (OLA Interns)

Q1 Total: _____ Q2 Total: _____ Q3 Total: __2____ Q4 Total: _____

Race/Ethnicity* [#s]: Black_1__ Hispanic____ Asian/Pacific Islander____ Native American____ White_1__ Two or more Races____

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Gender* [#s]: M ___ F _2_ N-B ___ O ___ U ___

12. Other (Non-credit)

Q1 Total: _____ Q2 Total: _____ Q3 Total: ___2___ Q4 Total: _____

Race/Ethnicity* [#s]: Black_1__ Hispanic___ Asian/Pacific Islander___ Native American___ White___ Two or more
Races_1__

Gender* [#s]: M ___ F _2_ N-B ___ O ___ U ___

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E. 55-A Program

The agency uses the 55-a Program to hire and retain qualified individuals with disabilities. ☒ Yes ☐ No

Currently, the agency employs the following number of 55-a participants:

Q1 (9/30/2024): 45 Q2 (12/31/2024): 51 Q3 (3/31/2025): 54 Q4 (6/30/2025): _____

During the 1st Quarter, a total of 0 [number] new applications for the program were received.

During the 1st Quarter participants left the program due to [state reasons] _____.

During the 2nd Quarter, a total of 6 [number] new applications for the program were received.

During the 2nd Quarter participants left the program due to [state reasons] _____.

During the 3rd Quarter, a total of 4 [number] new applications for the program were received.

During the 3rd Quarter 1 participants left the program due to [state reasons] promotion to another title.

During the 4th Quarter, a total of [number] new applications for the program were received.

During the 4th Quarter participants left the program due to [state reasons] _____.

The 55-a Coordinator has achieved the following goals:

1. Disseminated 55-a information –

by e-mail: ☒ Yes ☐ No

in training sessions: ☐ Yes ☐ No

on the agency website: ☒ Yes ☐ No

in agency newsletter: ☐ Yes ☐ No

Other: _____

2. _____

VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2025 Diversity, Equity, Inclusion and EEO Plan and describe your activities for this quarter below:

Please list additional **Selection Strategies and Initiatives** which you set/declared in your FY 2025 Diversity, Equity, Inclusion and EEO Plan (*e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data*).

Please describe the steps that your agency has taken to meet these objectives.

1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.

There are agencywide emails that go out regarding hiring pools and civil service announcements.

2. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.

3. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).

The EEO Officer ensures that all hiring, and promotion decisions are made solely on merit and qualifications, without discrimination based on race, gender, religion, age, disability, or national origin. The EEO Officer actively monitors the hiring and promotion process to identify and address any potential bias, investigate complaints of discrimination, and educate managers through training on maintaining a fair workplace.

4. Analyzing the impact of layoffs or terminations on racial, gender and age groups.

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HR, the General Counsel the EEO Offices analyzes the impact of layoffs and terminations.

5. Other:

During this Quarter the Agency activities included:

# of Vacancies		# of New Hires	# of New Promotions
Q1	# 1432	# 262	# 85
Q2	# _____	# 275	# 66
Q3	# 1621	# 179	# 54
Q4	# _____	# _____	# _____

VII. Training

Please provide your training information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

VIII. Reasonable Accommodation

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mispwva-ctwapx02.csc.nycnet/Login.aspx>

The agency did input full Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database:

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Q1: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☒ Yes ☐ No

Q4: ☐ Yes ☐ No

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IX. Compliance and Implementation of Requirements Under Executive Orders and Local Laws

A. Local Law 92: Annual Sexual Harassment Prevention training

Please provide Sexual Harassment Prevention Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

B. Local Law 97: Annual Sexual Harassment Reporting

☐ The agency has entered the sexual harassment Complaint Data in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☒ Yes ☐ No

Q4: ☐ Yes ☐ No

☐ The agency has entered **all types of complaints** in the DCAS Citywide Complaint Tracking System and updates the information as they occur.

Q1: ☒ Yes ☐ No

Q2: ☒ Yes ☐ No

Q3: ☒ Yes ☐ No

Q4: ☐ Yes ☐ No

☐ The agency ensures that complaints are closed within 90 days.

Report all complaints and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mspwwa-ctwapx02.csc.nycnet/Login.aspx>

C. Executive Order 16: Training on Transgender Diversity and Inclusion

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Please provide E.O. 16 Training Information in Part II of the report “DEI-EEO Training Summary” (in MS Excel).

IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

- ☒ The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.
- ☐ The agency is involved in an audit; please specify who is conducting the audit: _____.
- ☐ Attach the audit recommendations by EEPC or the other auditing agency.
- ☐ If needed, the agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for previous FY(s) as recommended by EEPC.
- ☐ The agency received a Certificate of Compliance from the auditing agency in 2023 or 2024.

Please attach a copy of the Certificate of Compliance from the auditing agency.

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Appendix A: EEO Personnel Details

EEO Personnel For 1st Quarter, FY 2025

Personnel Changes:

Personnel Changes this Quarter: <input type="checkbox"/> No Changes		Number of Additions: 1	Number of Deletions: 1
Employee's Name & Title	1. Rae Davis	2. Tyesha McDonald	3.
Nature of change	<input type="checkbox"/> Addition <input checked="" type="checkbox"/> Deletion	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: 5/31/24	Start Date or Termination Date: 9/23/24	Start Date or Termination Date:
Employee's Name & Title	4.	5.	6.
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:	Start Date or Termination Date:	Start Date or Termination Date:

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For New EEO Professionals:

Name & Title	1.	2.	3.
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):

Name & Title	4.	5.	6.
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):

EEO Training Completed within the Last two years, including the current quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):

Name & EEO Role	1.	2.	3.
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness &	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

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Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports			

EEO Training completed within the last two years, including the current quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):

Name & EEO Role	4.	5.	6.
Completed EEO Trainings:			
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials:			

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Reasonable Accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

EEO Personnel Contact Information (Please list all current EEO professionals)

Please provide full mailing address of the principal Agency EEO Office:

MAILING ADDRESS:

Diversity and EEO Staffing as of ____Quarter FY 2025*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Officer/Director	Athina McBean	Deputy Commissioner/EEO Officer	100%	mcbeana@dss.nyc.gov	929.221.7254 212.607.6091
Deputy EEO Officer OR Co-EEO Officer	Monique Quinones-Jackson	Admin Staff Analyst	100%	quinonesmo@dss.nyc.gov	212.361.8385
Chief Diversity & Inclusion Officer	Dennis Whinfield		100%	whinfieldd@dss.nyc.gov	929.221.5145

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<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
Diversity & Inclusion Officer	Karen St. Hilaire	Assistant Commissioner	100%	St.Hilairek@dss.nyc.gov	929.221.5277
Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Raymond Medina-Deputy Diversity Officer/MWBE	Assistant Commissioner	100%	medinaray@dss.nyc.gov	929-221-5290
ADA Coordinator	Rajun Jordan Tyeesha McDonald		100%	jordanr@hra.nyc.gov mcdot@dss.nyc.gov	929-221-5141 929-221-4415
Disability Rights Coordinator					
Disability Services Facilitator	Jennifer Shaoul, DSS & HRA Jennifer Shaoul, acting DHS	Admin Staff Analyst	15%	shaoulj@dss.nyc.gov	929.221.7281
55-a Coordinator	Sharon Smith		20%	smithshar@dss.nyc.gov	929-221-5477
Career Counselor	Naomi Mark	Director of Educational Programs	20%	markn@dss.nyc.gov	929.221.5661
EEO Counselor					

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<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO & DEI</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
EEO Investigator	Eric Smalls Annes Castillo Alaywa Andujar	Investigator of Employee Discipline	100%	smallse@dss.nyc.gov castilloa@dss.nyc.gov andujara@dss.nyc.gov	929-221-5144 929-221-5143
EEO Counselor\ Investigator					
Investigator/Trainer					
EEO Training Liaison					
Other (specify)					
Other (specify)					

* Please note changes (new personnel filling the specified role). You may insert additional entries as needed. Title refers to the civil service title. If there is an EEO\ Diversity role that your staff performs that is not on the list above, you may indicate it on the chart. You may provide full contact information once if several roles are performed by the same person.



FY 2025 QUARTERLY REPORT - Part II: DIVERSITY AND EEO TRAINING SUMMARY

AGENCY NAME: DSS/HRA/DHS

Quarter #

FY 2025

RETAIN ALL PRIOR QUARTERS' DATA IN THE CURRENT QUARTER REPORT

DO NOT ATTEMPT TO MAKE ANY ENTRIES IN PINK-SHADED CELLS

SAVE THIS FILE AS: [AGENCY ACRONYM] Quarter # FY 2025 DEEO TRAINING SUMMARY

SUBMITTED BY (TITLE): Athina McBean, Deputy Commissioner/EEO Officer

DATE SUBMITTED:

6-Nov-24

E-MAIL:

mcbeana@dss.n

TEL #:

212-607-6091

1st Quarter (July-September) DUE November 6, 2024; 2nd Quarter DUE January 30, 2025;
 3rd Quarter (January-March) DUE April 30, 2025; 4th Quarter (April-June) DUE July 30, 2025.

ALL EEO-RELATED TRAINING (ALL MODALITIES)	1st Qtr (July - Sept. 2024)	2nd Qtr (Oct. - Dec. 2024)	3rd Qtr (Jan. - Mar. 2025)	4th Qtr (April - June 2025)	FY 2025 YEAR TO DATE
TOTAL DIVERSITY & EEO TRAINING	5894	1231	6363	0	13488

CORE DIVERSITY AND EEO TRAINING (All Modalities)					
TOTAL CORE EEO TRAINING ALL MODALITIES: E-Learning & Instructor-led training	4625	19	5225	0	9869
1. Everybody Matters: EEO and Diversity & Inclusion for NYC Employees	15	2	4590	0	4607
Administered by DCAS [Copy data from DCAS Learning & Development report in this row. ENTER ALL ZEROS. Do not leave blank.]	15	2	4590		4607
Administered by Agency [Enter data from internal training in this row] NOTE: Completions from DCAS-provided training count towards agency compliance for these mandated trainings.					0

ALL EEO-RELATED TRAINING (ALL MODALITIES)	1st Qtr (July - Sept. 2024)	2nd Qtr (Oct. - Dec. 2024)	3rd Qtr (Jan. - Mar. 2025)	4th Qtr (April - June 2025)	FY 2025 YEAR TO DATE
2. Sexual Harassment Prevention	4608	9	330	0	4947
Administered by DCAS [Copy data from DCAS Learning & Development report in this row. ENTER ALL ZEROS. Do not leave blank.]	4608	9	330		4947
Administered by Agency [Data Entry BLOCKED]	NOTE: SHP training that is administered by an agency (A-ILT/EL) must utilize curriculum that is approved annually by DCAS and the completion data must be provided to DCAS. The number reported in "Administered by DCAS" includes all SHP training that is administered by an agency.				0
3. lgbTq: The Power of Inclusion	0	4	228	0	232
Administered by DCAS [Copy data from DCAS Learning & Development report in this row. ENTER ALL ZEROS. Do not leave blank.]		4	228		232
Administered by Agency [Enter data from internal training in this row] NOTE: Completions from DCAS-provided training count towards compliance for these mandated trainings.					0
4. Disability Awareness & Etiquette	2	4	77	0	83
Administered by DCAS [Copy data from DCAS Learning & Development report in this row. ENTER ALL ZEROS. Do not leave blank.]	2	4			6
Administered by Agency [Enter data from internal training in this row]			77		77

ALL EEO-RELATED TRAINING (ALL MODALITIES)	1st Qtr (July - Sept. 2024)	2nd Qtr (Oct. - Dec. 2024)	3rd Qtr (Jan. - Mar. 2025)	4th Qtr (April - June 2025)	FY 2025 YEAR TO DATE
OTHER DIVERSITY AND EEO RELATED TRAINING (All Modalities)					
ALL OTHER DIVERSITY & EEO RELATED TRAINING	1269	1212	1138	0	3619
5. New Employee Orientation (Only if it includes EEO Component)	NOTE: Do not make entries here if new employees received CORE EEO training as part of their onboarding				
TOTAL PARTICIPANTS TRAINED	255	236	193		684
6. Structured Interviewing and Unconscious Bias	FULL TITLE: Structured Interviewing and Unconscious Bias				
TOTAL PARTICIPANTS TRAINED	18	35	22		75
7. Structured Interviewing and Unconscious Bias (Follow up)	FULL TITLE: Structured Interviewing: Utilizing Follow-Up and Probing Questions				
TOTAL PARTICIPANTS TRAINED					0
8. Building an Inclusive Culture: Understanding Unconscious Bias	FULL TITLE: Building an Inclusive Culture: Understanding Unconscious Bias				
TOTAL PARTICIPANTS TRAINED					0
9. From Microaggressions to Microaffirmations	FULL TITLE: Creating a Culture of Inclusion, From Microaggressions to Microaffirmations				
TOTAL PARTICIPANTS TRAINED					0
10. Managing the Multi-Generational Workforce	FULL TITLE: Managing the Multi-Generational Workforce: Leveraging the Talents of 5 Generations				
TOTAL PARTICIPANTS TRAINED					0
11. Bystander Training	FULL TITLE: Moving from Bystander to Upstander, What Would You Do?				
TOTAL PARTICIPANTS TRAINED					0
12. Reasonable Accommodation	FULL TITLE: Reasonable Accommodation Procedural Guidelines				
TOTAL PARTICIPANTS TRAINED					0
13. The Power of Words	FULL TITLE: The Power of Words, Can We Talk?				
TOTAL PARTICIPANTS TRAINED					0
14. Other Diversity/EEO Related	Specify topic >	Racial Equity, Anti-Bias Trauma Informed (ABTI) Service Delivery Training			
TOTAL PARTICIPANTS TRAINED	270	268	137		675
16. Other Diversity/EEO Related	Specify topic >	Introduction to Disabilities (Part 1)			
TOTAL PARTICIPANTS TRAINED	43	6	4		53
15. Other Diversity/EEO Related	Specify topic >	Introduction to Disabilities (Part 2)			
TOTAL PARTICIPANTS TRAINED	68	136	179		383
16. Other Diversity/EEO Related	Specify topic >	Introduction to Disabilities (full day)			
TOTAL PARTICIPANTS TRAINED	401	301	376		1078
17. Other Diversity/EEO Related	Specify topic >	De-Escalation Techniques for Enhanced Customer Service Training			
TOTAL PARTICIPANTS TRAINED	172	190	177		539
18. Other Diversity/EEO Related	Specify topic >	Professional & Leadership Development Programs (PDTA)			
TOTAL PARTICIPANTS TRAINED	42	40	50		132
COPY AND PASTE ROWS 93-94 BELOW IF YOU NEED MORE SPACE TO REPORT ADDITIONAL TRAINING. DCAS/OCEI WILL RECALCULATE THE TOTALS IN ROW 48 AND RETURN THE REPORT TO THE AGENCY.					
... Other Diversity/EEO Related	Specify topic >	Career Development Workshop/Coaching			
TOTAL PARTICIPANTS TRAINED	5	6	6		17
... Other Diversity/EEO Related	Specify topic >	Creating a Mentally Healthy and Disability-Friendly Workplace			
TOTAL PARTICIPANTS TRAINED		14			14