

AGENCY QUARTERLY REPORT FY 2016

Agency Name: NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

- 1st Quarter (July -September), due October 31**
- 2nd Quarter (October - December), due January 31**
- 3rd Quarter (January -March), due April 30**
- 4th Quarter (April -June), due July 31**

Prepared by:

<u>Michael James</u>	<u>EEO Investigator</u>	<u>(212) 618-6718</u>
Name	Title	Telephone No.

Approved by:

<u>Nancy Gannie</u>	<u>EEO OFFICER</u>	<u>(212) 618-8727</u>
Name	Title	Telephone No.

Date Submitted: _____

FOR DCAS USE ONLY

Date Received: _____ **Name of Reviewer:** _____

PART I: NARRATIVE SUMMARY

I. STRATEGIC PLAN INITIATIVES

Please describe your progress this quarter in implementing the primary goals in your Agency Diversity and EEO Plan for FY 2016 with regards to Section V: Proactive Strategies to Enhance Diversity, EEO and Inclusion:

WORKFORCE:

Objective(s): Define steps that were taken or considered to build an inclusive and sustainable

pipeline for your agency across all levels.

New Hires:

During this quarter a total of (19) staff was hired. This group of hires included (1) intern and captured the following categories and demographics:

(3) White males, (6) White females, (6) Black females, (3) Asian females, and (1) Hispanic female. These new hires were placed in both managerial and non-managerial positions. Vacancies were posted on the SBS’ website, “INDEED.com” and “IDEALIST.org” job sites.

Salary Increases:

(29) Salary increases were awarded during this quarter. The ethnic breakdown for these increases is as follows: (4) White males, (4) White females, (2) Asian females, (4) Black females, (3) Black males, (5) Hispanic males, (6) Hispanic females and (1) male who was categorized as “other”.

Promotions:

This quarter one White female SBS staff person was promoted.

Separations:

During this first quarter (7) employees separated from the agency. This group consisted of the following demographics: (1) White female, (1) White male, (4) Black males and (1) Hispanic female. This pool included staff who retired from city service and staff who pursued other career opportunities.

Civil Service Certifications:

For this quarter SBS certified (2) White females in the title of Staff Analyst Trainee.

Objective(s): Define steps that were taken or considered to address underutilization identified through quarterly workforce reports. Please list Job Groups where underutilization exists in the current quarter.

During this quarter the EEO Officer shared DCAS’ SBS Workforce Diversity Dashboard, (Q1 FY 2016) with the Executive Director of Human Resources. The spreadsheet provides summaries of:

- New Hire, Promotion, Separation by Race/Ethnicity and Gender for Job Group and Title
- Workforce Composition Summary by Race/Ethnicity and Gender for Job Group and Title
- A Workforce Underutilization Report and,
- Underutilization of women and minorities in the SBS Workforce

The EEO Officer shared how this new format will be a more effective tool for identifying areas of underutilizations within the agency.

A. WORKPLACE:

Objective(s): Define steps that will be taken or considered to create an inclusive work

environment that values differences that each of your unique employees brings to work, and to maintain focus on retaining talent across all levels.

In November the Human Resources Division notified staff that the City of New York had authorized salary increases for members of the Organization of Staff Analyst (OSA). These salary increases were a result of recent contract settlements with OSA and the Mayor which included back-pay and a one-time lump sum payment.

Congratulations were sent out to several Business Development Division Staff Members announcing the new roles they were taking on within the agency. The communication was circulated to all staff via “The Feed”, which is the agency’s quarterly newsletter.

During this quarter, Council Member Rosie Mendez presented Emergency Response Unit Director Bernadette Nation with a City Council proclamation in appreciation of her assistance to East Village businesses impacted by a March 2015 gas explosion. Ms. Nation aided more than 40 impacted businesses and worked with local organizations to facilitate a grant program that provided \$40,000 in grants to businesses impacted by the gas explosion.

Via an agency blog, the SBS Wellness and Health Committee shared tips for staying fit in the office called “Deskercise”. The committee showed how short bouts of aerobics, strength exercises, and stretching at one’s desk and in between conference calls, can help improve fitness levels and heart health.

In addition, the committee shared information about Community Supported Agriculture, or CSA, where a group of people can purchase shares of crops (and sometimes meat and dairy) from local farms that can be delivered to SBS on a frequent basis throughout a particular season (ex. Spring-summer). Benefits for the community members include (1) getting access to locally grown and healthy produce; (2) helping the locally economy through supporting local farms; and (3) getting a larger quantity of produce for a more reasonable price. Depending on interest, the Committee would like to have initial plans in place for later this summer.

Also, the Committee advised staff of how the “Shape Up NYC” program offers free fitness classes every week at dozens of locations across the five boroughs. Shape UP NYC Class offerings include Yoga, Zumba, Pilates, Aerobics and much more.

In December, Mayor Bill de Blasio named Gregg Bishop Commissioner of Small Business Services, which was a promotion from his previous role as Deputy Commissioner of the agency's Business Development Division. In the media Mayor de Blasio quoted "Gregg hits the ground running. His resume speaks for itself. The work he has done to assist immigrants and women entrepreneurs proves no one is more qualified to support NYC's small business community and run the agency than he is." Also, Congresswoman Nydia M. Velázquez also quoted “As Deputy Commissioner of the Business Development Division, Gregg Bishop has been tremendous to work with to improve programs for immigrant, women and minority-owned small businesses.” Numerous media outlets such as Jewish Political News and Updates.com, New York Daily News, City Limits and Kings County Politics covered the news of Commissioner Bishop’s appointment. Prior to his appointment Commissioner Bishop was named one of City & State's 2015 40 Under 40 Rising Stars.

B. COMMUNITY:

Objective(s): Define steps that were taken or considered to establish your agency as a leading

service provider to the citizens of New York City focused on inclusion and cultural competency, while reflecting the vast communities that are served.

During this quarter, HPD and the New York City Department of Small Business Services (SBS) launched a 2015-16 capacity building course for Minority and Women-Owned Business Enterprises (M/WBEs) in partnership with the New York State Association for Affordable Housing (NYSFAH), Goldman Sachs Urban Investment Group, Holland & Knight, and Paul, Weiss. While expanding on the success of the inaugural course introduced last year, this new session will include nonprofit developers. HPD Commissioner Vicki Been was quoted in the media stating *“Strengthening our pool of M/WBEs and nonprofits creates a more diverse industry, improves competition, and promotes community development and local job growth, all crucial elements of Housing New York.”*

SBS and the Local Development Corporation of East New York (LDCENY) held an informative technology event designed to help small businesses thrive and survive in today’s digital driven environment. Newly promoted SBS Commissioner Gregg Bishop told TNJ.com. *“SBS is committed to connecting New York City small business owners with the resources they need to thrive, including digital technologies that streamline business operations and improve access to customers,”* He added that *“Hosting Small Business Technology Exchange events in all five boroughs is one way we are helping small businesses in communities across New York City harness digital tools to succeed in the 21st century.”*

For the third anniversary of Hurricane Sandy, SBS and New York State Governor’s Office of Storm Recovery (GOSR) announced an increase in funding for small business resiliency and the launch of the NYC Business Preparedness and Resiliency Program (Business PREP). This program will provide opportunities and resources for small business owners to better prepare for future emergencies.

On Nov. 18, DEFO held a cost estimating workshop for construction firms to help put them in a better position to win more public and private contracts.

In honor of International Women's Entrepreneurship Day, Deputy Mayor for Housing and Economic Development Alicia Glen, SBS and Citi released an extensive analysis report on the state of women’s entrepreneurship in New York City. The group announced a corresponding set of services tailored for women entrepreneurs and small business owners as part of the City's WE NYC (Women Entrepreneurs New York City) initiative. WE NYC will deliver credit-building and finance workshops and offer one-on-one counseling to teach women entrepreneurs how to obtain loans and connect with business services. Deputy Commissioner Andrew Schwartz was quoted in the media stating *“With the launch of WE NYC, we will introduce services that help women entrepreneurs thrive. WE NYC will ensure they receive the support they need to overcome challenges and reach their full potential, especially in underserved communities.”*

This quarter SBS' Small Business First team partnered with the Staten Island Bucks Business Network, the Staten Island Chamber of Commerce, the Executive Club of Staten Island, Staten Island Economic Development Corporation, and BNI-Staten Island to hold an interactive educational event with various City agencies for more than 100 business owners. These business owners were able to speak directly with agency representatives about specific problems and concerns that included:

- Information about Coordinated Services and Support
- Helping Businesses Understand and Comply with City Regulations
- Reducing the Burden Imposed by Complex Regulations and Fines, and
- Ensuring Equal Access for All Business Owners

This quarter, Elected Officials joined the Department of Small Business Services to announce the expansion of Chamber On-the-Go to all five boroughs. The newly-expanded program will deploy trained business specialists to conduct visits to small business and speak with owners about available resources. Chamber On-The-Go offers financial, marketing, recruitment and legal assistance.

In December SBS, the New York City Housing Authority (NYCHA), the Center for Economic Opportunity (CEO), and Citi Community Development announced the opening of the Rockaway Workforce1 Career Center to provide a continuum of services for jobseekers through the Rockaway Economic Advancement Initiative. Commissioner Gregg Bishop told the media *“The Rockaway Workforce1 Center empowers Rockaway residents with the support, training, and connections necessary to access good-paying jobs and quality career opportunities,”*

II. STATISTICAL SUMMARY OF EEO ACTIVITIES

Please refer to the accompanying MS Excel spreadsheet and Appendix (Training Details tab) to report statistical performance indicators concerning programmatic, compliance and training functions of EEO office in your agency.

III. EEO PERSONNEL PROFILE

Please indicate changes (additions, deletions, reassignments) in your EEO personnel roster during the quarter in **Section A of the Statistical Summary AND in Appendix 2 below.**

Please write additional comments, if any, here:

There were no EEO Personnel staff changes during this quarter.

IV. EEO POLICIES, PROGRAMS AND INITIATIVES

A. EEO Policy

Please report your agency’s activities in **Section B of the Statistical Summary**.

Please write additional comments, if any, here:

Dissemination of Diversity and EEO Policy:	
<input type="checkbox"/>	DISTRIBUTION OF CITY EEO POLICY <i>If only portion(s) of the EEO policy was/were distributed, indicate specific section/s and the date of distribution:</i>
<input type="checkbox"/>	CONVERSION OF EEO POLICY INTO ALTERNATIVE FORMAT(S) <input checked="" type="checkbox"/> Large Print <input checked="" type="checkbox"/> Audio-cassette <input checked="" type="checkbox"/> Others (specify) _____ _____
<input type="checkbox"/>	DISSEMINATION OF EEO INFORMATION <input checked="" type="checkbox"/> Posting of Posters: (Specify topic) _____ <input checked="" type="checkbox"/> Distribution of leaflets/pamphlets/brochures: (Specify venue) _____ <input checked="" type="checkbox"/> Discussion on EEO Matters in Meetings: (Specify) _____
<input type="checkbox"/>	INCLUSION OF EEO RELATED ARTICLES IN AGENCY NEWSLETTER
<input type="checkbox"/>	POSTING ON AGENCY SITES: <input checked="" type="checkbox"/> Intranet <input checked="" type="checkbox"/> Internet
<input type="checkbox"/>	OTHER: (Specify) _____

B. 55-A Program

Please report your 55-a program activities in **Section B of the Statistical Summary**.

Please write additional comments, if any, here:

55-a Program Support:	
X	RE: Posting of 55a information on Bulletin Boards/Electronic Bulletin Boards/E-mail _____
X	RE: Postings in Personnel/Interviewing Areas for applicants/employees _____
<input type="checkbox"/>	RE: Distribution of 55a pamphlets/ brochures with pay checks _____
<input type="checkbox"/>	RE: Distribution of 55a pamphlets/ brochures at training sessions _____
X	RE: Discussion on 55a program at orientation/training sessions _____
<input type="checkbox"/>	RE: Inclusion of an article on 55a program in agency newsletter _____
<input type="checkbox"/>	Others: (Specify) _____

C. Other EEO Initiatives

Please report other Diversity and EEO-related initiatives here:

Other EEO-Related Activities: Please specify any other EEO-related activities during the
--

quarter (e.g., postings, meetings, cultural programs promoting diversity, newsletters/articles, etc.) and describe briefly the activities, including the dates when the activity/ies occurred.

During December a resource group was formed to begin planning for a Black History Month 2016 agency celebration. The EEO staff person joined the resource group to participate in formulating the 2016 Black History Month activities.

To celebrate Hispanic Heritage and Native American Months (October and November respectively), the EEO Office purchased Heritage Posters and prominently displayed these images throughout the agency on the employee bulletin boards. The EEO Office used the agency intranet (WOMT) to share information with staff about events happening around town to celebrate Native American and Hispanic Heritage Months.

As a standard practice, the EEO unit posted a variety of cultural events on the Agency's EEO Diversity Calendar to inform staff of the myriad of cultural activities around the city.

Below is a complete listing of the events posted on the EEO Cultural Calendar on WOMT:

OCTOBER 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- Neighborhood Concert: La Chiva Gantiva
- Neighborhood Concert: Aurelio
- Exhibition: Yu Lik-wai: It's A Bright Guilty World
- Schomburg On Location: European Powers, Islamic Movements, and the Transatlantic Slave Trade
- Women in Islam: Human Rights and Social Justice Lecture
- MOCAMIX: Larissa Lam & Screening of Finding Cleveland
- Films at the Schomburg: Queen Nanny
- Carnegie Hall Neighborhood Concert Series: Brianna Thomas

NOVEMBER 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- MOCACITIZEN: The "Jook Sing" Generation: Chinese New Yorkers during the 1940s - 60s
- Thursdays @Dance Theater of Harlem Returns
- Medieval Arts Children's Workshop
- Schomburg On Location: European Powers, Islamic Movements, and the Transatlantic Slave Trade
- MSM Afro-Cuban Jazz Orchestra: THE FUNK STOPS HERE!
- Family Series: Hot Peas N' Butter Repertory Theater
- Art and History in the Collections of the National Museum of the American Indian
- World Dance Festival: Dancing Across Cultural Borders
- MOCACITIZEN: Chinese American "Returnees"
- Exhibition: "SWING"
- Evensong: The Induction of Zora Neale Hurston
- 20th Anniversary Historically Black College and University Fair at Riverbank State Park
- Glittering World: Navajo Jewelry of the Yazzie Family
- New York Philharmonic: Very Young People's Concert
- Circle of Dance

- Dances for Seniors - Join Us in Celebrating Moving in Strong and Creative Ways
- Neighborhood Concert: Alicia Olatuja
- Super Sabado: Lines, Shapes, Patterns!
- Exhibition: "Picturing a People"
- Comite Noviembre Puerto Rican Artisans Fair, Book Expo & Memorabilia Exhibition
- celebrating the Right to Be: Trans Day of Remembrance
- Neighborhood Concert: Bobby Sanabria & Ascensión
- Target Free Sundays: Gallery Tour - Black: Color, Material, Concept
- Ribbon Cutting Ceremony for La Plaza De Las Americas NYC Plaza Program
- Native American Heritage Celebration, in partnership with the Museum of the American Heritage

DECEMBER 2015 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR

- Film Screening: BEATUS - The Apocalypse
- TIERNEY FELLOWSHIP PHOTOGRAPHY EXHIBITION: TWILIGHT CHILDREN
- Metropolitan Opera Guild: Opera in your Neighborhood!
- Film: Ayotzinapa: Crónica de un Crimen de Estado
- Winter Solstice & Tree Lighting
- World Amigurumi Exhibition vol.
- Jazz at Lincoln Center: Jazz for Young People on Tour
- The Corona Youth Music Orchestra
- Cathedral Christmas Concert
- A Yiddish Catskills Chanukah
- a concert with the Orchestral Arts Ensemble of Queens
- an evening of songs by Baroque masters

D. Recruitment\Selection and Outreach

Please report your agency’s Recruitment/Selection and Outreach activities in **Section C of the Statistical Summary**. Please write additional comments, if any, here:

JOB VACANCY POSTING:

Bulletin Boards _____

Electronic Bulletin Boards _____

Electronic Mailing Lists _____

Distribution of Vacancy Notices through a mailing list of libraries, organizations, etc.

Advertising job vacancy though newspaper, radio and television _____

Participation in career fairs, job expo, school career day activities, street fairs, etc.

Recruitment resources used: DCAS Recruitment Guide DCAS Managing Diversity Website

E. Workforce Development (other than Training)

Please report your agency’s Workforce Development initiatives in **Section C of the Statistical Summary**. Please write additional comments, if any, here:

The Agency’s Career Counselor informed all staff of training available at the Citywide Training Center (CTC). A list was provided of courses available from October 2015 thru January 2016 and staff was encouraged to apply for training. During this quarter (6) staff enrolled in courses offered at CTC.

F. Complaints and Reasonable Accommodation Requests

Please report your agency’s activities in **Section B of the Statistical Summary**.

Report all complaints through DCAS/CDEEO Complaint Tracking System by logging into your CICS account at: **<https://mstpwwa-dcslnx01.csc.nycnet/Login.aspx>**

Please write additional comments, if any, here:

V. AGENCY AUDITS

If the agency was audited by the EEPC or other entities, list the recommendations made by the auditing entity which the agency implemented during the quarter. Indicate also the agency’s progress toward implementing each recommendation.

Agency is being audited
 Name of entity conducting the audit: The Public Advocate's Office
 Agency has implemented all the recommendations
 Attach or list below audit recommendations and progress of implementation:

COMMENTS:
 During this quarter the Public Advocate's Office made a request for documentation of the reasonable accommodation requests that were processed at SBS's Workforce1 Career Centers. The agency complied with their request and forwarded this documentation to the Public Advocate's Office.

APPENDIX 2: EEO PERSONNEL DETAILS

EEO PERSONNEL FOR FIRST QUARTER, FISCAL YEAR 2016

Agency Name: NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

Personnel Changes this Quarter:		<input checked="" type="checkbox"/> No Changes	
Employee's Name			
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition
Start/Termination date of EEO Function	Start Date: Termination Date (if applicable):	Start Date: Termination Date (if applicable):	Start Date: Termination Date
NOTE: Please attach CV/Resume of new staff to this report			
For Current EEO Professionals Only			
Title	NANCY GANNIE	MICHAEL JAMES	
EEO Function	<input checked="" 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 checked="" type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Trainer <input type="checkbox"/> 55-a Coordinator
Proportion of Time Spent on EEO Duties	<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) _____ %
Attended EEO Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes
EEO Training Source	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other: (specify)	<input checked="" type="checkbox"/> DCAS <input type="checkbox"/> Agency <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> DCAS <input type="checkbox"/> Other: (specify)

Number of Addition to EEO Staff this quarter: 0

Number of Deletion to EEO Staff this quarter: 0

INSTRUCTIONS FOR FILLING OUT QUARTERLY REPORTS FY 2016

1. Parts of the narrative report which are mandatory are **outlined in blue**. These include Section I, Section II, Section III, Section V, and Appendix 2.
2. We suggest that you draft Section I on Strategic Plan Initiatives first; this will guide you in filling out other sections.
3. Then complete Section II – Statistical Summary of EEO Activities – in Excel format. Please note that the last column YTD/ANNUAL, , except for the EEO Staffing and 55-a participants, will populate automatically, giving you an instant Year-To-Date summary of indicators (“Yes” or “Partial” entries will count as “1” for each quarter]. Please note that the Excel sheet includes two tabs; the second tab contains **Appendix 1** which requests more specific details on training.
4. More extended comments on EEO activities in your agency (Section IV) are strongly encouraged.
5. In the Appendix to Statistical Summary (Training Details), under ‘Other Special Topics,’ include training classes co-organized or co-sponsored by 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.