

**Diversity, Equity, Inclusion and Equal  
Employment Opportunity (DEI-EEO) Plan**

**Fiscal Year 2024**

**Mayor's Office of Contract Services**

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# **I. Commitment and Accountability Statement by the Agency Head**

On behalf of the Mayor's Office of Contract Services (MOCS), I hereby declare my commitment as the Agency Head to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, and agency partners, and members of the public served by our Agency.

Promoting diversity and equal opportunity has been central to our agency's operating principles and mission. Under my leadership, MOCS continues to seek to dramatically change the way the City conducts business to ensure the procurement process is fair, transparent, inclusive, encourages a competitive and diverse business environment, and increases contracting opportunities and participation among City-certified minority and women-owned enterprise (M/WBE) firms. As we further develop the skills and knowledge to become more customer service friendly, meet the needs of agencies' programming and policy priorities, and appropriately support and communicate with the vendors and the community-based organizations selected to serve the public, the unique talents and diverse backgrounds of our employees will be one of our greatest sources of innovation and strength.

I will strive to not only achieve the greatest possible diversity among our workforce, but also to create an inclusive culture of openness, tolerance, and cooperation in our workplace, to promote equity in all its aspects, and to examine and eliminate the structural obstacles to equal treatment in the recruitment, selection, development, advancement, and retention of our diverse workforce reflective of our City's population. It is through the inclusion of our diversity of thought, experience, culture, and background that we succeed.

I will involve my entire leadership team in our efforts to enhance and promote the values of equity, inclusion, and respect for all. All executives, managers, and supervisors in our agency will be responsible for ensuring a safe, equitable, and inclusive work environment for all our employees, and for delivering equitable, fair, and effective services to the public we serve.

I will hold the top leadership of our agency, as well as EEO Officers, all EEO professionals, human resources professionals, legal professionals, managers, and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment. We shall support diversity, equity, and inclusion initiatives at the agency by observing EEO mandates and working with dedication to attain agency goals in this area. All agency staff must be compliant with the City's EEO Policy and the implementation of this Diversity and EEO Plan.

I will involve EEO Officers, Caroline Whitney, Alex Stamoulis, and Julia Fusfeld (EEO@mocs.nyc.gov), and our Diversity, Equity, and Inclusion team, in critical human resources decisions, including recruitment and selection strategies, workforce projections, succession planning, promotion of training/career development opportunities, and strategic planning.

We will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City, and on the progress in implementing this Plan.

The Agency Co-EEO Officers, Caroline Whitney and Alexandre Stamoulis, who can be reached at EEO@mocs.nyc.gov, and Chief Diversity and Inclusion Officer, Maria Osorio, will serve as the primary resource for managers and supervisors by providing best practices and direction in addressing EEO issues. Their contact information will be prominently available to all employees. Furthermore, we plan to continue expanding our EEO team and providing clear guidance to all agency employees on how the EEO team can be reached, what role they play for the agency, and the rights and responsibilities all City employees have under the City's EEO policy.

During this Fiscal Year, I will announce this Commitment Statement to our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

This statement is the same as last year.

This statement will be disseminated to all employees in the agency.

## II. Recognition and Accomplishments

[Describe below key initiatives and accomplishments that your agency undertook last fiscal year (2023) to advance DEI and EEO goals, for example, recognizing employee contributions to DEI goals through awards and employee appraisal, introducing new equity programs, training all staff on mandatory training, or launching employee resource groups. Add additional lines as needed.]

In the past year, our agency accomplished the following as part of our commitment to DEI and EEO:

1. In FY23, MOCS continued offering employees the opportunity to form ERGs.
2. In FY23, MOCS continued to implement and refine policies created in FY2022 to improve diversity in hiring.
3. In FY23, we continued to promptly address and satisfy all reasonable accommodation requests.
4. In FY23, we continued to give an EEO presentation for all new hires during their orientation, which touches on topics such as the EEO Policy, Diversity and Inclusion, Sexual Harassment, Reasonable Accommodation, and the 55a program.
5. In FY23, the City awarded approximately \$1.42 billion in combined prime and subcontract awards to City-certified M/WBE vendors out of \$5.12 billion LL1 eligible contracts, an increase relative to FY22 (\$1.38 billion). This represents a combined M/WBE utilization rate of 27.8% among contracts subject to the City's M/WBE Program

### III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2023

Total Headcount:     191    

[This figure is available on the total line for your agency in the FY 2023 Q4 EBEPR210 CEEDS report]

[Pursuant to Local Law 27 (2023), provide an analysis of your agency's compensation data and measures to address pay disparity and occupational segregation in FY 2023. The term "occupational segregation" means a group's under-representation or over-representation in certain jobs or fields of work, when such group is protected by the employment related provisions of the city's human rights law and such group does not benefit from greater pay, responsibility, flexibility, stability, prestige, or other indicators of job desirability. To do this analysis, look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

1. ] [Look at titles where pay disparity exists and salaries vary within the same title when compared by years of service. Also conduct a comparison of women and racial or ethnic minority group members.]

After running the Local Law 27 reports in NYCAPS with the guidance provided by DCAS-CEI, we have been able to determine the following patterns in MOCS' pay structure vis a vis certain protected groups:

The Officials category in NYCAPs is held by 87% of male employees at MOCS compared to 72% of female employees. We are reviewing the precise breakdown of this category to determine how it reflects MOCS internal titles and if a disparity is evident after internal titles and organizational structure are accounted for. If such a disparity is present after review, we will coordinate with our DEI and HR teams to address appropriately.

All members of the administrative support category are held by women. We are reviewing the roles under this category against our internal titles to see what can be done to better diversify this category and ensure that we are practicing the best possible DEI standards. As we coordinate with DEI and HR to evaluate these metrics, we will provide further updates in our quarterly reports.

Aside from these two outliers, we did not find any pay or title disparity at MOCS within the reports run in NYCAPS in accordance with Local Law 27. The requested data and tables will be provided for your review in accordance with the instructions provided.

The CEEDS Workforce Underutilization Report identified underutilization in the Job Groups of Paraprofessionals for Black employees. However, when taken in

light of MOCS agency titles, the underutilization is addressed by the fact that we combine both the clerical job groups and paraprofessional job groups into our MOCS Analyst job title, and when taken as a whole, those two professional job groups show no underutilization. Otherwise, no other underutilization was identified in this quarter's CEEDS data that we could see.

2. [Describe steps taken to encourage all employees at your agency to update self-ID information regarding race/ethnicity, gender, and veteran status through either NYCAPS Employee Self Service (ESS) or other means.]

See above

In FY 2024, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency's intranet site
- On-boarding of new employees
- Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- In FY 2024, the agency will inform and remind employees of the option to add preferred name in ESS.

New hires are encouraged to utilize NYCAPS Employee Self Service (ESS) to view and update their personal and self-ID information. Also, employees are encouraged to disclose this information in NYCAPS as part of the new hire process and ESS instructions are on the MOCS intranet page. MOCS EEO will also send out annual reminders to agency staff.

3. [Describe the review process of the quarterly CEEDS reports on workforce composition, utilization, and new hires and promotions data presented in your quarterly agency workforce dashboard and/or internal workforce reporting. Describe how your agency's EEO Officer, Personnel Officer and Agency Head work together to review demographic trends. These reports must be reviewed regularly with the Agency Head.]

The EEO team reviews the CEEDS report every quarter once received, then provides copies to the Chief DEI officer along with our analysis for their review and meets quarterly with the Agency Head to discuss the report, our analysis, and any necessary next steps.

- The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis.

**Agency Head**

- Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

**Human Resources**

- Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

**General Counsel**

- Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

**Other (\_\_\_specify)**

- Quarterly  Semi-Annually  Annually  Other \_\_\_\_\_

- The agency review entails a discussion concerning perceived workplace barriers for job groups that may surface in underutilization reports and for factors that may be creating these barriers (e.g., hiring patterns in specific job titles).

## **IV. EEO, Diversity, Inclusion, and Equity Initiatives for FY 2024**

### **1. Goals and strategies to enhance DEI and EEO in areas of Workforce, Workplace, Community, and Race Relations.**

**❖ Workforce:**

MOCS will continue to align recruitment, professional development, and equitable selection practices strategically with current employment needs.

**❖ Workplace:**

Foster employee engagement by increasing staff inclusion in agency planning and communication.

The EEO Team will work with the Chief Diversity Officer on updated strategies.

To foster engagement and inclusion, MOCS continues to run a Staff Advisory Council (SAC) to support the agency's mission and propagate positive agency culture. The SAC, comprised of a diverse representation of non-managers from all MOCS Divisions and Units, reports directly to the Agency Head, and serves as a conduit for input and discussion of relevant issues raised by staff. The SAC has identified communication advocacy, increased staff engagement, wellness promotion as this year's continued goals.

In FY 2024, the EEO team and the SAC will continue to collaborate on efforts to expand programming celebrating diversity and inclusion, create Employee Resource Groups, and improve agency-wide communication.

❖ **Community:**

Increase access and level the playing field so that small nonprofits and M/WBEs can successfully compete for City business and contracts.

MOCS is committed to encouraging a competitive and diverse business environment that provides opportunities for our diverse vendor community to do more business with the City of New York. As a partner with both the Office of Minority and Women-Owned Business Enterprises and the Department of Small Business Services, MOCS stands firm with the City's commitment to increase contracting opportunities among City-certified M/WBE firms. The City's M/WBE program was established to address the impact of discrimination on the City's procurement process and to promote the public interest in avoiding fraud and favoritism in the process, ultimately increasing competition for City business, and lowering contract costs. To that end, as part of the oversight team for the City's M/WBE program, MOCS plays a pivotal role in creating and implementing policy, training and advising agencies, and collecting vital data, all in support of enhancing the participation of M/WBEs in City contracting.

MOCS will continue to engage with diverse groups of vendors through feedback sessions, workgroups, presentations and email outreach campaigns. Through these engagements, MOCS connects with thousands of vendors in the following communities: M/WBE, construction, engineering, architecture, landscape architecture, professional services, standardized services and nonprofits organizations. MOCS recognizes the need to ensure M/WBEs have the PASSPort support and training needed to be successful to compete and win City contracts. As such, MOCS has done and continues to do direct marketing to M/WBEs on access and knowledge of all vendor-specific trainings ranging from Vendor Enrollment to Finding and Responding to RFx.

❖ **Equity, Inclusion and Race Relations Initiatives:**



MOCS is focused on promoting equity, increasing diversity, and improving race relations within the agency. In addition to the goals and programs articulated herein, MOCS will continue to consider initiatives to enhance inclusion throughout the year, especially by listening to employee feedback on racial equity concerns. The MOCS EEO team will meet regularly throughout the year to coordinate and consider new ideas.

## **2. Planned Programs, Initiatives, Actions**

### **A. Workforce**

MOCS has set aside funds for the agency's recruitment efforts, which enables MOCS to recruit from additional sources. In past years, for example, MOCS has used funds to pay for job fairs and MOCS is exploring attending various career and non-profit fairs to make opportunities to work for MOCS known to a greater pool of candidates beyond those reviewing the nyc.gov jobs portal. MOCS also provides opportunities for professional development through training (on- and off-site), supporting employee applications to the Mayor's Graduate Scholarship Program (MGSP) and Management Academy, as well as informing staff about civil service exams.

EEO Officers also review quarterly CEEDS reports to determine where certain demographics are underutilized within certain titles or positions and then discuss those findings with the Agency Head to determine what changes, if any, need to be made to make sure all demographics within MOCS are appropriately utilized and given the opportunity to excel within the agency.

[The actions listed below require internal agency collaboration and are not limited to the EEO Office.]

[Describe how your agency will address underutilization in FY 2024. Please mention here major job groups experiencing underutilization of women and minorities in your agency, and how your agency plans to address the underutilization. This should also include details of how the quarterly reports and dashboards will be used, partnership with the human resources office, initiatives around targeted recruitment, professional development for existing employees, and focus on civil service exams.]

The agency conducts regular reviews of the CEEDS workforce reports and the summary dashboard sent to the EEO Officer by DCAS' Citywide Equity and Inclusion (CEI) to provide demographic data and trends. The review includes an analysis of workforce composition by job title, job group, race/ethnicity, and gender for all employees; new hires, promotions, and separation data; and utilization analysis. The CEEDS reports for MOCS did not show any meaningful underutilization in FY2023, nor in the last few years.

As previously mentioned, the underutilization shown in the CEEDS report is due to how CEEDS separates out groups based on titles which are in fact combined at MOCS. When taken in light of MOCS agency titles, the underutilization is addressed by the fact that we combine both the clerical job groups and paraprofessional job groups into our MOCS Analyst job title, and when taken as a whole, those two professional job groups show no underutilization. If there is underutilization going forward, MOCS will develop a plan to address the underutilization and will partner with HR.

## **B. Workplace**

MOCS has increased agency-wide communications of programs and events celebrating diversity and inclusion through our agency-wide communications channels including the agency Teams chat, all-staff meetings, and various events such as happy hours and brown-bag luncheons. We will continue to work to develop new ways to celebrate and raise awareness of diversity and inclusion in our workplace as well as working to maintain our current best practices.

The EEO team has assisted the DEI team with awareness building in the past and continues to coordinate closely with our DEI officer on new areas where we can work together, including following up on the staff assessment survey and working with existing structures within the agency such as the staff advisory committee and our Human Resources team.

- Additionally, the MOCS DEI team has the following initiatives planned for FY 2024, depending on budget considerations:
  - Undertaking an Inclusion Index analysis through Seramount or Catalyst in order to evaluate MOCS existing DEI practices and recommends actions to improve practices.
- Creating a separate MOCS DEI Intranet page to provide a glossary of terms, resources (articles, training opportunities, citywide events) and announcements applicable to diversity, equity, inclusion and belonging.
- Staff Training through Seramount and Catalyst to arrange for management and line staff training to improve office culture and productivity.
- 
- Creating a DEI specific Employee Resource Group to create a space for staff to share experiences, collaborate and brainstorm agencywide activities.

In addition to continuing our use of the Workplace Insight Survey for Exiting Managers (WISE), MOCS will conduct MOCS-specific exit interviews and surveys.

In FY23, EEO endeavored to hold virtual lunch-and-learns to increase awareness at MOCS about employees' EEO rights and the MOCS-specific EEO policies that indicate that MOCS does not tolerate unequal treatment among employees and that diversity and inclusion of people and ideas are valued by Senior Management. EEO was unable to implement these lunch and learns due to capacity issues. However, MOCS EEO will continue to work towards this goal for FY23. The lunch-and-learn program will also highlight programs like Employee

Resource Groups. The series will be held multiple times within a given month to ensure that all that wish to attend are able to.

The Mayor's Graduate Scholarship Program offers opportunities to MOCS employees with undergraduate degrees to study at accredited colleges/universities in the metropolitan area. We did not have any employees participate in the program in 2023, so we are promoting this program for FY 2024 through emails sent to the agency in September and October 2023 and partnership with HR.

[Select the options that apply to your agency.]

- Promote employee involvement by supporting Employee Resource Groups (ERGs).

List below the names of existing ERGs:

1. MOCS does not have any current ERGs but will continue to promote and encourage.
- 2.
- 3.
- 4.
- 5.

- Agency will create a Diversity Council to leverage equity and inclusion programs
- Agency Diversity Council is in existence and active
- Agency will sponsor focus groups, Town Halls and learning events on race, equity, and inclusion
- Agency will inform employees of their rights and protections under the New York City EEO Policy
- Agency will ensure that its workplaces post anti-hate or anti-discrimination posters

## **C. Community**

As stated previously, MOCS is committed to encouraging a competitive and diverse business environment that provides opportunities for our diverse vendor community to do more business with the City of New York. As a partner with both the Office of Minority and Women-Owned Business Enterprises and the Department of Small Business Services, MOCS stands firm with

the City's commitment to increase contracting opportunities among City-certified M/WBE firms. The City's M/WBE program was established to address the impact of discrimination on the City's procurement process and to promote the public interest in avoiding fraud and favoritism in the process, ultimately increasing competition for City business, and lowering contract costs. To that end, as part of the oversight team for the City's M/WBE program, MOCS plays a pivotal role in creating and implementing policy, training and advising agencies, and collecting vital data, all in support of enhancing the participation of M/WBEs in City contracting.

The MOCS Learning & Development team has created partnerships with multiple organizations to provide hands on PASSPort training to small businesses and M/WBE Certified firms to ensure equitable access to citywide procurement. Partnership organizations include the Regional Alliance for Small Contractors, HOSTOS Community College, Bronx Chamber of Commerce, and the Latino Economic Empowerment and Development (LEEAD).

MOCS is engaging vendors and providers in PASSPort design and adoption efforts. We are focusing on all vendor communities, with specific targeted outreach to M/WBEs and small community-based organizations. MOCS also provides vendors with a suite of Procurement 101 trainings on its website to increase awareness about and understanding of the procurement process. Trainings walk vendors through a procurement roadmap from introducing them to procurement and the PASSPort system to responding to opportunities.

MOCS conducts extensive outreach to nonprofit providers and community-based organizations of all sizes, particularly through email blasts, webinars, letters sent by the MOCS Director, phone calls and emails to individual small CBOs and nonprofits in response to their questions, partnerships with coalitions, and maintenance of an informative redesigned webpage.

MOCS is exploring new ways in which to engage with the MWBE and non-profit community and is aggressively attending events and networking with stakeholders in these spaces to get a better understanding of their needs and goals in City procurement. We are currently working on a number of different outreach and educational campaigns that we hope will spur greater participation from community-based organizations, MWBEs, and nonprofit providers in the City's procurement process.

In FY 2024, the agency will:

- Continue or plan to promote diversity and EEO community outreach in providing government services
- Promote participation with minority and women owned business enterprises (MWBEs)
- Conduct a customer satisfaction survey
- Expand language services for the public

## V. Recruitment

### A. Recruitment Efforts

In FY24, MOCS will review policies, procedures, and practices related to targeted outreach and recruitment. MOCS will utilize the Inclusive Recruitment Guide issued by the Office of Citywide Equity and Inclusion to develop strategic recruitment plans. We will also identify resources to bolster efforts aimed at increasing the effectiveness of diversity recruitment, continue to assess agency job postings to ensure new diversity, inclusion, and equal opportunity employer messaging is included; all job postings will include a statement that the City of New York and MOCS are an equal opportunity employer:

*Mayor's Office of Contract Services is an equal opportunity employer. Mayor's Office of Contract Services recognizes the unique skills and strengths gained through military service. Veterans and service members of the U.S. Armed Forces are strongly encouraged to apply. Special accommodations provided to applicants with disabilities. Please contact MOCS Disability Service Facilitator at [disabilityaffairs@mocs.nyc.gov](mailto:disabilityaffairs@mocs.nyc.gov) or 212-298-0734 only to request an accommodation. No other phone calls or personal inquiries permitted.*

MOCS will continue to share job vacancy notices with the Mayor's Office for People with Disabilities, reach out to DCAS Office of Citywide Recruitment as needed as a resource, post all vacancies on NYC Careers, ensure that agency personnel involved in both the discretionary and the civil service hiring process have received Structured Interviewing Training, Unconscious Bias training, and Everybody Matters EEO and Diversity and Inclusion training. We will also assess recruitment efforts to determine whether such efforts adversely impact any particular group. Further, MOCS' CEEDS reports have not shown any meaningful underutilization in several years. However, if underutilization is reported, MOCS will create a plan to address the underutilization including involvement and partnership with HR and the hiring process. Additionally, MOCS HR will perform a periodic "look back" to determine effectiveness of our actions regarding diversity.

## B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2024 to promote open competitive and promotion civil service exams.]

List any planned recruitment events for FY 2024 that will be held by the agency to promote open-competitive civil service examinations. [This list should be updated in your quarterly reports]

Event Date	Event Name	Borough

List planned expenditures for FY 2024 related to recruiting candidates for open-competitive and promotion civil service exams.

Borough	Approximate Dollar Amount (\$)
Bronx	0
Brooklyn	0
Manhattan	0
Queens	0
Staten Island	0

## C. Recruitment Sources

[List diverse recruitment sources, the target population your agency hopes to reach through these resources and whether the use of these sources resulted in previous hires. Recruitment sources should reflect your agency's effort to reduce underutilization in specific job groups and to otherwise diversity your workforce.]

1. City University of New York's (CUNY) website and career fairs, including LGBTQ career fairs
  - Increase pool of minority and LGBTQ candidates
2. Department of Veterans' Services
  - Increase pool of veteran candidates

3. Veteran Workforce
  - Increase pool of veteran candidates
4. Mayor's Office for People with Disabilities
  - Increase pool of candidates with disabilities
5. DCAS Diversity Career Fair
  - Increase pool of candidates with disabilities
6. Survey staff networks, particularly professional networking associations that serve diverse groups (women, minorities, etc.)
  - Create a larger and more diverse recruitment pool of qualified candidates
7. ACCES VR
  - Increase pool of candidates with disabilities
8. PerScholas
  - Increase pool of minority candidates in the field of IT
9. Mayor's Office of Appointments
  - MOCS will continue to work with Mayor's Office of Appointments, who will provide resumes of candidates that meet the skills and qualifications required for particular positions. In addition, MOCS will source resumes from within the agency, through agency's online postings and application portal, and networks. MOCS will identify additional ways to recruit potential candidates who are traditionally under-represented in these positions.
10. Other Career Fairs/ Non-profit fairs
  - Create a larger and more diverse recruitment pool of qualified candidates
  -

## **D. Internships/Fellowships**

[Indicate the type of internship/fellowship opportunities available at your agency. Please provide the number of student interns/fellows employed in FY 2023 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2024. What are the sources you plan to draw upon in recruiting and hiring interns? Are you providing opportunities for interns to advance to entry-level positions in your agency? Did the agency hire interns in the past? Explain the reason if your agency does not offer internship /fellowship opportunities.]

MOCS participates in several internships and fellowship programs. We do provide opportunities for interns to advance to entry-level positions and have successfully hired (2) summer interns and (1) VISTA member in fall 2023.

The agency provided the following internship opportunities in FY 2023:

Type of Internship\Fellowship	Total	Race/Ethnicity *[#s] * Use self-ID data	Gender * [#s] * Use self-ID data
1. Urban Fellows	0		M __ F__ Non-Binary __ Other __ Unknown __
2. Public Service Corps	0		M __ F__ Non-Binary __ Other __ Unknown __
3. Summer College Interns Summer Internship Program (SIP)	5	1 Hispanic, 4 Asian/Pacific Islander	M_3_ F_2_ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	2	Hispanic	M_2_ F__ Non-Binary __ Other __ Unknown __
5. Other (specify): Summer Youth Employment Program (SYEP)/Ladders for Leaders Interns	1	White	M __ F_1_ Non-Binary __ Other __ Unknown __
6. Other (specify): Civil Service Pathway Fellows	3	2 Black, 1 white	M_1_ F_2_ Non-Binary __ Other __ Unknown __
7. Other (specify): VISTA Member	1	2 or more races	M __ F_1_ Non-Binary __ Other __ Unknown __
8. Other (specify): Legal Fellow	1	Asian/Pacific Islander	M_1_ F__ Non-Binary __ Other __ Unknown __

### E. 55-a Program

Section 55-a of the New York State Civil Service Law allows a qualified person with a certified mental or physical disability to be hired into a competitive civil service position without having to take and pass a civil service examination. The City encourages agencies to use the 55-a program as a tool to build a diverse workforce and create greater access to City employment for qualified candidates with disabilities.

- Presently, the agency employs **0** [number] 55-a participants. [Enter '0' if none]
- There are **0** [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of **0** [number] new applications for the program were received and **0** participants left the program due to [state reasons] \_\_\_\_\_.



[Describe your agency's plans to utilize the 55-a Program to hire and retain qualified individuals with disabilities. This should include the goals for the Program, strategies your agency will use to educate hiring managers and those involved in the recruitment process, any challenges your agency has or foresee in recruiting and hiring 55-a candidates. If your agency hires for competitive titles and does not use the program, please explain why.]

MOCS will continue to post information on the 55-a Program on the agency's bulletin board and intranet site, provide at recruitment events and include in the new hire packets provided at orientation. Although MOCS is not permitted to use the 55-a language in our job postings per DCAS since our postings are not competitive titles, MOCS will continue to share all of our postings with MOPD, NY City at Work, Access VR, Veteran Workforce1, and the NYC Department of Veteran Services. MOCS also attends diversity fairs, like the DCAS Diversity Career Fair, when possible. MOCS will carefully evaluate each request by longtime provisional employees for designation under §55-a to serve non-competitively in a competitive title position to ensure that the request is not made solely to avoid the consequences of CSL §65(3). In addition, MOCS will reiterate to provisional staff that 55-a certification should not be used as a substitute for passing a civil services exam.

Agency uses mostly non-competitive titles which are not eligible for the 55-a Program.

Agency does not use the 55-a Program and has no participating employees.

## VI. Selection (Hiring and Promotion)

[Note: This section must be prepared in consultation with the Agency Personnel Officer.]

### A. Career Counselors

[Describe the plans of the agency Career Counselor(s) to promote advancement and transfers within the agency, advise employees of opportunities for promotion, availability of civil service exams, and provide resources to help employees grow and develop future careers.]

The MOCS Career Counselor will continue to develop a professional development plan for all staff. Citywide training and educational opportunities will be sent to all staff via MOCS Weekly Minute or email. Each unit has a budget for ad hoc training requests. Employees who are interested in promotional opportunities but may not have all the preferred skills will be provided with training through DCAS's Learning and Development unit.

Promotional opportunities at MOCS will be posted in NYCAPS eHire internally and shared across the agency to allow for fairness and transparency.

### B. New Hires and Promotions

[Describe planned actions to review and assess the current new hire and promotional procedures for selection, especially for mid- and high-level discretionary positions. Actions may include monitoring the representativeness and fairness of the selection and appointment process, vacancy posting protocols, training of hiring managers, procedures for interviewing applicants, the role of the EEO Officer in the selection and promotion actions, the use of the NYCAPS Applicant Interview Log Report, and efforts to identify and eliminate structural barriers to employment.]

MOCS' current new hire procedure for selection consists of Hiring Managers reviewing resumes and cover letters submitted via NYCAPS eHire. Hiring Manager invites additional interviewers (MOCS staff) for interviews with qualified candidates. Interviews may be one-on-one or group. Ultimately, all approvals are subject to background integrity screening of the candidate and a diversity and inclusion review by our diversity and inclusion team.

The City of New York Office of the Mayor is committed to appointing exceptional and diverse leaders who will aggressively pursue the goals and priorities of the administration. To achieve this goal, the Mayor's Office and the Mayor's Office of Appointments will continue to collaborate with MOCS with the hiring of senior-level positions: director, first deputy director, deputy directors, and general counsel.

MOCS considers its own staff for title changes, promotions, salary increases, and other opportunities based on demonstrated knowledge, skills, and abilities. Promotional opportunities (other than inline promotions) will be posted in NYCAPS eHire internally and communicated to agency staff.

MOCS is committed to ensure fair and equitable compensation practices and maintaining competitive salaries. A review of pay equity will be conducted on a scheduled basis to identify pay inequities. The goal of this review is to assist supervisors in determining if pay adjustments are necessary to address unjustified gaps in pay or issues related to misalignment (internal inequity, job movement, salary compression, salary inversion, etc.).

For mid-level staff, we will continue to follow citywide guidelines for hiring practices, outlined in the following sections.

MOCS will follow the City's civil service list administration process and appoint eligible applicants from established lists. When there is a need for MOCS staff to serve as subject matter experts to assist the DCAS Test Development Team in the development of new civil service exams, MOCS will review and consider all staff in permanent title, ensuring that the group of subject matter experts is diverse and inclusive.

### **C. EEO Role in Hiring and Selection Process**

In FY 2024, the agency EEO Officer will do the following:

- Ensure that all vacancy announcements include the revised NYC EEO I Anti-Discrimination Statement.
- Review vacancy postings to ensure elimination of language that has the potential for gender and age stereotyping and other unlawful discrimination. (It is recommended to use gender-neutral terms and pronouns and language that is age-inclusive).
- Actively monitor agency job postings and ensure recruitment strategy aligns with the diversity goals of the agency.
- Provide consultation regarding creation/review of objective criteria for evaluating candidates for hire or promotion and applying those criteria consistently to all candidates.
- In collaboration with the Director of Human Resources, review interview questions to ensure that they are EEO-compliant, job-related, and required by business necessity.
- Assist the hiring manager if a reasonable accommodation is requested during the interview.
- Observe interviews, when necessary, especially for underutilized job titles and/or mid- and high-level discretionary positions.
- Advise Human Resources to use candidate evaluation form for uniform assessment and equity.
- Periodically review candidate evaluation forms and conduct a job applicant analysis via the NYCAPS eHire Applicant Interview Log reports to advise Human Resources of any demographic trends and/or EEO concerns based on available self-ID data.
- Review hiring package to evaluate that the selection process was conducted in accordance with EEO best practices.
- Other: Require all employees involved in the interview process to take the Structured Interviewing and Unconscious Bias Training

MOCS staff will ensure that all selection criteria are job-related. Interviewing and selection decisions of managers and other personnel involved in the recruitment and hiring process must meet EEO requirements and those individuals who make selection and promotion decisions receive appropriate EEO and/or structured interviewing and unconscious bias training. For FY 2024, MOCS will continue to require all employees involved in the interview process to take the Structured Interviewing and Unconscious Bias training offered through the Citywide Training Center.

In FY 2024, the agency will provide resources and materials on the MOCS Intranet page to support hiring managers' use of Structured Interviewing techniques, such as standardized interview questions and written objective criteria for evaluating candidates.

MOCS will consider its own employees for opportunities for promotion and transfer within the agency and promote awareness of such opportunities.

One-on-one interview and group interviews in person will be the preferred method. Teams and or video conferenced interviews will be utilized as needed.

#### **D. Layoffs**

During periods of layoffs, terminations, and demotions due to legitimate business/operational reasons, what is your protocol for analyzing the impact of such actions based upon gender, race, and age?

- The agency will use the DCAS Layoff Procedure as guidance, should there be any layoffs, terminations, and demotions due to legitimate business/operational reasons in FY 2024.
- The agency will analyze the impact of layoffs or terminations on racial, gender, age groups, and people with disabilities.
- Where layoffs or terminations would have a disproportionate impact on any of these groups, the agency will document that the targeted titles or programs were selected based on objective criteria and justified by business necessity.
- The Agency Personnel Officer, EEO Officer and General Counsel will be involved in making layoff or termination decisions. It should be noted that layoffs must be conducted by seniority in compliance with civil service law (for competitive titles) and union contract (for non-competitive and labor class titles).

## VII. Training

<b>Training Topic</b>	<b>Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)</b>	<b>Goal Number of Participants</b>	<b>Projected Dates</b>
1. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (e-learning)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	191 (either in person or online)	March 31, 2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)	191 (either in person or online)	March 31, 2025
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	191 (either in person or online)	August 31, 2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	191 (either in person or online)	August 31, 2024
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024)  All other employees	191 (either in person or online)	March 31, 2024
6. IgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024)  All other employees	191 (either in person or online)	March 31, 2024
7. Disability Awareness and Etiquette		191 (either in person or online)	By EOY 2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)		All supervisors and managers (currently 66 in total)	By EOY 2024

9. Other (specify)			
10. Other (specify)			

## VIII. Reasonable Accommodation

MOCS will provide reasonable accommodations for disability, religion, victims of domestic violence, sex offenses and stalking, pregnancy, childbirth or a related medical condition, unless providing such accommodations will create an undue hardship. Requests for reasonable accommodations received by MOCS EEO Officers or MOCS Disability Rights Coordinator will be part of process that is flexible, interactive, and individualized with meaningful, cooperative, and timely communication between the individual requesting the accommodation and the agency. This includes applicants and employees (including interns). This will take place as part of a cooperative dialogue, using a flexible approach to work with the individual requesting the accommodation and to determine possible reasonable accommodations and whether the individual would be able to do the essential functions with a reasonable accommodation.

The time frame for processing requests and providing reasonable accommodations is as follows:

**Day 1:** When an individual makes an oral or written request for a change to the work environment, workplace rule or practice, job or operations relating to a disability, sincerely held religious belief, pregnancy, childbirth, or medical condition related to pregnancy or childbirth, or status as victim of domestic violence, sex offenses or stalking, the request need not mention the words “reasonable accommodation” or “accommodation.” If the request is not made directly to the agency staff authorized to process the request, it should be referred to such person as soon as possible. Ideally, the referral should occur within three (3) business days from the date of the request, barring extenuating circumstances. When an employee with a known or obvious disability is having difficulty performing his or her job, the employee may be asked whether he or she needs a reasonable accommodation, even though it is typically the responsibility of the individual needing an accommodation to request it.

**By Day 10:** The appropriately authorized agency staff (MOCS EEO Officer or MOCS Disability Rights Coordinator) must engage in the interactive process with the requestor.

**By Day 30 (or as soon as possible):** If all the supporting information requested has been provided, the responsible agency staff must grant or deny the request and communicate this decision to the requestor.

**Expedited Processing:** In certain time-sensitive circumstances, when the accommodation is needed for imminent medical treatment or to avoid imminent emotional and/or bodily harm, a request for reasonable accommodation requires an expedited review and decision in less than 30 days.

The time frame for the appeal process is as follows:

**Within 15 days:** The requestor may appeal to the agency head or the agency head’s designee a decision denying the individual’s request for a reasonable accommodation or denying the specific accommodation requested (neither the agency’s EEO Officer nor General Counsel may be

designated to review an appeal though they may provide guidance). An individual may also appeal where no decision was made regarding the request.

**Within 30 days:** Within 15 business days of receiving an appeal, the agency head or designee must review and decide the appeal and issue notice of the decision to the requestor. If the decision on appeal is to grant a reasonable accommodation, the agency head or designee must direct the appropriate agency representative to promptly implement the reasonable accommodation. The EEO Officer must monitor the implementation of the reasonable accommodation.

**Beyond 30 Days:** If a decision on appeal cannot be rendered within the 15 business days, notice must be communicated to the requestor indicating the reason for the delay and when the decision on the appeal will be rendered.

Describe your agency's practices for analyzing statistics with regard to volume, trends, and speed of disposition of EEO complaints and reasonable accommodation requests and appeals:

MOCS EEO keeps diligent track of EEO complaints and reasonable accommodation requests. The team endeavors to resolve items as soon as possible. For reasonable accommodations, requests are actioned as soon as they are initiated, checked on weekly, and resolved well in advance of the 30-day limit requirement. MOCS EEO does not have many EEO complaints as it is a small agency, however, complaints are also actioned as soon as possible. Although the complaints require proper care and consideration, the EEO team works as hard as it can to resolve them as soon as possible, while still collecting all the information that is needed and doing a proper analysis. For both reasonable accommodations and complaints, the EEO team reviews weekly to determine what needs to be done on certain items and how cases can be moved forward, especially in regard to time considerations.

- Managers, supervisors, human resources personnel and discipline personnel are required to report to the EEO Office any reasonable accommodation requests and needs that are received, observed, learned about, or suspected, so that the EEO Office may facilitate discussions, research appropriate accommodations, and assist with the resolution of the matter.
- Absent of any undue hardship, the agency provides reasonable accommodation for disability, religion, victims of domestic violence, sex offense and stalking, pregnancy, childbirth, or a related medical condition.
- The agency follows the City's Reasonable Accommodation Procedure.
- The agency grants or denies request 30 days after submission or as soon as possible.
- The Agency Head or designee must review and grant or deny an appeal fifteen (15) days after submission of appeal.

- If the review and decision on appeal is not done by the Agency Head.  
Provide the name and title of the designee<sup>1</sup> : \_\_\_\_\_
- The designee reports directly to the Agency Head.
- The agency will input the Reasonable Accommodation activity on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database and update the information as needed.

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<sup>1</sup> EEO Officer and General Counsel should **NOT** be appointed as agency head designee for review of appeals to reasonable accommodation decisions. Refer to the revised guidelines below. Note the conflict of interest; in the event of an external challenge to the denial of a reasonable accommodation, the agency's General Counsel would be tasked with defending the agency against a decision in which that office was a decision maker on appeal.



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

### **A. Local Law 92 (2018): Annual Sexual Harassment Prevention training**

- The agency plans to train all new employees on Sexual Harassment Prevention within 30 days of start date.
- The agency will train all current employees on Sexual Harassment Prevention (Cycle 6 – September 1, 2023 – August 31, 2024) as indicated in the Section VII Training above.

### **B. Local Law 97 (2018): Annual Sexual Harassment and Complaint Reporting**

- The agency will ensure that sexual harassment complaints, and all other EEO complaints, are investigated and closed within 90 days.
- The agency will input sexual harassment complaint data, as well as all other types of complaints, on the DCAS Citywide Complaint and Reasonable Accommodation (CAD) Database, contemporaneously update the information, and affirm the data in a timely manner when requested by DCAS.

### **C. Local Law 121 (2020): Age Discrimination Training**

- The agency plans to train all new employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees within 30 days of start date.
- The agency will train all current employees on Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (Cycle 2: April 1, 2023 – March 31, 2025) as indicated in the Section VII Training above.

### **D. Local Law 27 (2023): Access to Workplace Facilities**

- Employees have access to gender appropriate bathrooms and lactation rooms.
- Employees are provided with information on how to request workplace accommodations and has access to respective facilities, including access for individuals with disabilities.

[Local Law 27 requires listing a summary of schedule and workplace accommodations that are provided by your agency]. Select the types of accommodations that your agency has provided to your workforce in FY 2023.

- Reassignment
- Modification of Work Schedule
- Flexible leave
- Modification or Purchase of Furniture and Equipment
- Modification of Workplace Practice, Policy and/or Procedure
- Grooming/Attire

**E. Local Law 27 (2023): Diversity and Inclusion Training for FY 2024**

- List of diversity and inclusion training for FY 2024 is included in section VII of this annual plan.

**F. Executive Order 16: Training on Transgender Diversity and Inclusion**

Under Executive Order No. 16 of 2016, the agency must provide supervisory and front-line staff training approved by DCAS on transgender diversity and inclusion. Pursuant to Executive Order No. 16, this training must be provided to all newly hired supervisory and managerial employees and line staff whose work tasks involve contact with the public. The current Cycle 4 runs from April 1, 2022, to March 31, 2024.

- The agency plans to train all new employees within 30 days of start date.
- All managers, supervisors, and front-line employees will be re-trained every two years, no later than the third quarter of the Fiscal Year, as indicated in Section VII Training above.
- In addition, all other employees will be trained or re-trained every two years, as indicated in Section VII Training above.
- The agency will ensure that the Transgender Restroom Access notice/poster is posted where required, e.g., on bulletin boards, near restrooms and, in digital form, where other EEO notices and announcements can be found.

## X. Audits and Corrective Measures

[Please check the statement(s) that apply to your agency].

- The agency is NOT involved in an audit conducted by NYC EEPC or another governmental agency specific to our EEO practices.
- The agency is currently being audited or preparing responses to an audit conducted by the EEPC or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices. Upon forwarding our responses to the recommendations issued by the EEPC, the agency will submit to OCEI an amendment letter, which shall amend the agency plan for FY 2024 to include and implement EEPC recommendations that will be implemented during the fiscal year.
- The agency is subject to any other oversight or review by a federal, state or city civil rights agency [please specify] \_\_\_\_\_. [Please attach a copy of the document setting out the oversight parameters and the agency's most recent report to the oversight agency.]
- Within the last two years the agency was involved in an audit conducted by the EEPC or \_\_\_\_\_ [another governmental agency – please specify] specific to our EEO practices.
- The agency will continue/be required to implement corrective actions during the year that this plan is in effect [please attach a copy of the audit findings.]
- The agency received a Certificate of Compliance from the auditing agency. [Please attach a copy of the Certificate of Compliance from the auditing agency.]

## XI. Agency Head Signature

[Note: Agency Head's signature and date should be provided for final submission only after the agency receives approval of the plan by DCAS.]

Lisa M. Flores  
Print Name of Agency Head

  
Signature of Agency Head

5/14/24  
Date

## Appendix A: Contact Information for Agency EEO Personnel

### Agency EEO Office mailing address:

[Please provide contact information (name, title, e-mail, telephone number and **full office address** if different from the main address above, for the following EEO roles at your agency. If several roles are performed by the same individual enter only the name in further entries. Insert additional rows as needed.]

	<b>Title/Function</b>	<b>Name</b>	<b>Email</b>	<b>Telephone</b>
1.	<b>Agency Co-EEO Officer</b>	Caroline Whitney	<a href="mailto:caroline.whitney@mocs.nyc.gov">caroline.whitney@mocs.nyc.gov</a>	<a href="tel:(212)298-0835">(212)-298-0835</a>
2.	<b>Agency Co-EEO Officer</b>	Alexandre Stamoulis	<a href="mailto:Alexandre.stamoulis@mocs.nyc.gov">Alexandre.stamoulis@mocs.nyc.gov</a>	(212)-298-0831
3.	<b>Agency Deputy EEO Officer</b>	Julia Fufeld	<a href="mailto:julia.fufeld@mocs.nyc.gov">julia.fufeld@mocs.nyc.gov</a>	<a href="tel:+1(212)298-0602">+1 (212) 298-0602</a>
4.	<b>Agency (Chief) Diversity &amp; Inclusion Officer</b>	Maria Osorio	<a href="mailto:maria.osorio@mocs.nyc.gov">maria.osorio@mocs.nyc.gov</a>	(212)-298-0703
5.	<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Sherece Joseph	<a href="mailto:sherece.joseph@mocs.nyc.gov">sherece.joseph@mocs.nyc.gov</a>	212-298-0826
6.	<b>ADA Coordinator</b>	Kristine Gregorek	<a href="mailto:Kristine.gregorek@mocs.nyc.gov">Kristine.gregorek@mocs.nyc.gov</a>	(212) 676-9731
7.	<b>Disability Rights Coordinator</b>	Kristine Gregorek	<a href="mailto:Kristine.gregorek@mocs.nyc.gov">Kristine.gregorek@mocs.nyc.gov</a>	(212) 676-9731
8.	<b>Disability Services Facilitator</b>	Kristine Gregorek	<a href="mailto:Kristine.gregorek@mocs.nyc.gov">Kristine.gregorek@mocs.nyc.gov</a>	(212) 676-9731
9.	<b>55-a Coordinator</b>	Dafna Cruz	<a href="mailto:Dafna.Cruz@mocs.nyc.gov">Dafna.Cruz@mocs.nyc.gov</a>	(212)-298-0818
10.	<b>EEO Investigator(s)</b>			
11.	<b>Career Counselor(s)</b>	Kristine Gregorek	<a href="mailto:Kristine.gregorek@mocs.nyc.gov">Kristine.gregorek@mocs.nyc.gov</a>	(212) 676-9731
12.	<b>EEO Training Liaison(s)</b>	Noah Rose	<a href="mailto:Noah.rose@mocs.nyc.gov">Noah.rose@mocs.nyc.gov</a>	

13.	<b>EEO Counselor(s)</b>	Zifeng Liang Janiel Gordon Charlemagne Tiendrebeogo	zifeng.liang@mocs.nyc.gov janiel.gordon@mocs.nyc.gov charlem.tiend@mocs.nyc.gov	
14.	<b>Other (specify)</b>			

## Appendix B: Local Law 28 (2023) – Diverse Recruitment and Retention

### Agency Name:

Local Law 28 of (2023) is a Local Law to amend the New York City charter and the administrative code of the City of New York, in relation to the evaluation and expansion of diverse recruitment and retention within the municipal government.

Pursuant to Local Law 28 (2023), each agency shall collect and submit the following information for the prior fiscal year to the Department of Citywide Administrative Services by **August 31, 2023**, and annually thereafter.

For each agency-specific training program your agency has that is required for, or relevant to, an applicant’s appointment to a position based on an open-competitive civil service examination or a promotion civil service examination, list the following [Include this information for each individual training program within your agency that was completed in FY2023. The table below can be duplicated. If your agency does not have a training program, write “N/A”]:

<b>[Insert name of the Training Program]</b>	<b>Totals</b>
# of applicants enrolled in such program	N/A
# of applicants who completed the program	N/A
# of applicants who passed and graduated from the program	N/A
# of applicants who passed but did not graduate from the program	N/A
# of applicants who did not pass or graduate from the program	N/A
# of applicants who accepted any appointment offered base on graduation from the program	N/A

List all expenditures related to recruiting candidates for open-competitive civil service examinations and promotion civil service examinations in FY 2023.

<b>Borough</b>	<b>Approximate Dollar Amount Spent (\$)</b>
Bronx	N/A
Brooklyn	N/A
Manhattan	N/A
Queens	N/A
Staten Island	N/A

