

***AGENCY QUARTERLY REPORT FY 2016***

**Agency Name:** NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

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

**Prepared by:**

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**Date Submitted:** May 20, 2016

**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 (26) staff was hired. This group of hires included (3) intern and captured the following categories and demographics:

(4) White males, (7) White females, (2) Black females, (3) Asian females, and (1) Hispanic female, (4) Hispanic Male. (1) Pacific Islander Male, (1) Pacific Islander Female. These new hires were placed in both (6) managerial and (20) non-managerial positions. Vacancies were posted on the SBS’ website, “INDEED.com” and “IDEALIST.org” job sites.

Salary Increases:

No salary adjustments 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 two (2) White female SBS staff person was promoted.

Separations:

During this first quarter (22) employees separated from the agency. This group consisted of the following demographics: (6) White female, (5) White male, (1) Black males, (4) Female Black, (2) Hispanic Male, (1) Female Hispanic, (1) Female Asian. This pool included staff who retired from city service and staff who pursued other career opportunities.

Civil Service Certifications:

For this quarter SBS certified (1) Asian females, (1) Male Hispanic in the Clerical Associate title and Telecommunication Data Communications Title.

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, (Q3 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.

At the beginning of the new year congratulations were extended to several Executive Staff Members announcing the new roles they were taking on within the agency. Senior leaderships who would be serving in interim capacities were also included in the announcements to ensure continuous work flow. The communication was circulated to all staff via interoffice e-mails.

**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, Women’s Housing and Economic Development Corporation (WHEDco) launched Project ReLease to creatively activate 11,000 square feet of vacant, ground-floor retail space at three key storefronts along Southern Boulevard in the South Bronx. Project ReLease included an economic feasibility study which identified desired retail offerings in the areas, coordinate with property owners to make key space improvements, and stage events that showcase the spaces to potential tenants. “We are grateful for the continued support to transform Southern Boulevard into a place where community residents love to shop. Project ReLease will provide property owners, potential retailers, and community developers with the tools to activate and lease chronically vacant spaces, spur responsible investment by developers, and release the area’s potential for increased retail and economic vibrancy,” said Nancy Biberman, WHEDco President.

Youth Ministries for Peace and Justice will activate an empty space under the Bruckner Expressway overpass in Soundview through physical upgrades and programming to transform it into a community gathering and event space. Conducted in partnership with Bronx Community Board 9, this project aims to improve perceptions of safety, encourage increased engagement with local amenities, spur pedestrian activity, and develop a sense of community stewardship over the area. William Rivera, District Manager of the Bronx Community Board 9, NYS Senator Jeffrey D. Klein and NYC Council Member Fernando Cabrera thanked, congratulated and applauded SBS and EDC for facilitating and tasking the community-based organizations with finding innovative use of the spaces through community attraction.

The following announcements were made in via “The Feed”, which is the agency’s quarterly newsletter.

- In January, Black Seeds Bagels opened its newest business Lilia, an Italian restaurant and café located in Williamsburg, Brooklyn – 45 days earlier than expected and hired 25 new employees as a result of the Division of Business Acceleration services.

- On January 25 twenty-six M/WBEs and small businesses attended a NYC Teaming Joint Venture workshop to learn about types of teaming arrangements, selecting partners and best practices and pitfalls.
- Twelve finalists for the Neighborhood Challenge Grant Programs presented their project pitches to a panel of judges which included the Commissioner of SBS, Chief of Staff at NYCEDC, Director of Corporate Responsibility at Timer Warner, Associate Professor at the Pratt Institute’s Graduate Center for Planning and the Environment and Executive Director of the Design Trust for Public Space. Grantees would be announced in the February and their projects commenced in March.

WE NYC the women’s entrepreneurship program launched by New York City earlier this year, has been jumpstarting myriad services aimed at businesswomen in the nation’s largest city, ranging from special events, to classes, to mentorship. The events the program is facilitating—called “WE Connect Events”—are going to give women the chance to network, work on their skills and hear speakers. The starter event for this program will happen in early 2016 in Queens. In addition to the events, WE NYC will also have a portal—known as the WE Connect Portal—where the program will pool information on mentoring, networking and business classes, the statement said. It’ll also “highlight advice from real women business owners.” The other two programs are WE Connect Mentors and WE Master Courses. The first program “will recruit successful New York City women business owners to provide tailored advice through in-person meetings, online chats, and blog posts.” WE Master Courses are going to educate women on a number of things, from topics specific to certain industries, to funding, and others.

**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"/>	<b>DISTRIBUTION OF CITY EEO POLICY</b> <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"/>	<b>CONVERSION OF EEO POLICY INTO ALTERNATIVE FORMAT(S)</b> <input checked="" type="checkbox"/> Large Print <input checked="" type="checkbox"/> Audio-cassette <input checked="" type="checkbox"/> Others (specify) _____ _____
<input type="checkbox"/>	<b>DISSEMINATION OF EEO INFORMATION</b> <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"/>	<b>INCLUSION OF EEO RELATED ARTICLES IN AGENCY NEWSLETTER</b> _____
<input type="checkbox"/>	<b>POSTING ON AGENCY SITES:</b> <input checked="" type="checkbox"/> Intranet <input checked="" type="checkbox"/> Internet _____
<input type="checkbox"/>	<b>OTHER:</b> (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:

<p>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.</p> <p>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.</p> <p>Below is a complete listing of the events posted on the EEO Cultural Calendar on WOMT:</p> <p><b><u>FEBRUARY 2016 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR</u></b></p> <ul style="list-style-type: none"> <li>▪ "The African Americans” The series chronicles the full sweep of African American history, from the origins of slavery on the African continent right up to today.</li> <li>▪ <b>Episode 6</b> is called “A More Perfect Union (1968-2013)”. It does a survey from 1968 to almost the present and captures history from the Black Power movement to the election of President Obama.</li> <li>▪ Public Speaker: <b>Shawn Dove</b>, CEO of the <a href="#">Campaign for Black Male Achievement (CBMA)</a>, a national membership organization dedicated to ensuring the growth, sustainability and impact of leaders and organizations focused on improving the life outcomes of America’s Black men and boys.</li> <li>▪ <b>CHEFS OF COLOR:</b> Round table discussions and food tasting provided by panelists along with African art display.</li> <li>▪ Flushing Lunar New Year Parade</li> <li>▪ Lunar New Year Parade &amp; Festival</li> <li>▪ Brooklyn Chamber of Commerce Black History Month Celebration</li> </ul> <p><b><u>MARCH 2016 EVENTS POSTED TO THE EEO CULTURAL/DIVERSITY CALENDAR</u></b></p> <ul style="list-style-type: none"> <li>▪ Women’s History Month Speaker: Jessamyn Waldman Rodriguez and entrepreneur and leader in the social enterprise movement.</li> </ul>
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**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:

<p><b>JOB VACANCY POSTING:</b></p> <p><input checked="" type="checkbox"/> Bulletin Boards _____</p> <p><input checked="" type="checkbox"/> Electronic Bulletin Boards _____</p> <p><input checked="" type="checkbox"/> Electronic Mailing Lists _____</p> <p><input checked="" type="checkbox"/> Distribution of Vacancy Notices through a mailing list of libraries, organizations, etc.</p>
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<p>_____</p> <p><input type="checkbox"/> Advertising job vacancy through newspaper, radio and television _____</p> <p><input type="checkbox"/> Participation in career fairs, job expo, school career day activities, street fairs, etc.</p> <p>_____</p> <p>Recruitment resources used: <input type="checkbox"/> DCAS Recruitment Guide <input type="checkbox"/> DCAS Managing Diversity Website</p>
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**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:

<p>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 January 2016 thru March 2016 and staff was encouraged to apply for training. During this quarter (19) staff enrolled in courses offered at CTC.</p>
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**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://mspwwa-dcslnx01.csc.nycnet/Login.aspx>**

Please write additional comments, if any, here:

<p> </p>
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**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:
- Agency has implemented all the recommendations
- Attach or list below audit recommendations and progress of implementation:

**COMMENTS:**



**APPENDIX 2: EEO PERSONNEL DETAILS**

**EEO PERSONNEL FOR THIRD QUARTER, FISCAL YEAR 2016**

Agency Name: NEW YORK CITY DEPARTMENT OF SMALL BUSINESS SERVICES

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