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

Fiscal Year 2024

Department of Consumer and Worker Protection

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I. Commitment and Accountability Statement by the Agency Head

Dear DCWP Team Members,

As Commissioner, I have had the opportunity to experience the great work you all do daily. Without the contributions of every member of our agency, our important work to move New York City forward would not be possible. Beyond the efforts you make to achieve our agency’s mission, first and foremost I recognize that each employee at DCWP is a multi-faceted human being, each with a set of unique values and experiences. These aspects inform your work and are the foundation of our agency.

This is why Diversity, Equity, and Inclusion are core values of DCWP. You are the heart of our agency, and by fostering and upholding these values, we can ensure that every employee is treated with respect and dignity and is capable of doing their best. Our agency has continuously shown up for New Yorkers in support of their protections. It is with that same commitment that we stand by you.

DCWP is dedicated to supporting and enforcing the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Laws, and all other relevant laws.

I affirm DCWP’s strong commitment to maintaining and enforcing fair practices for all its employees and prospective job applicants. DCWP is committed to preventing discrimination and sexual harassment by ensuring that all employees are aware of their rights and obligations under the EEO Policy. DCWP also provides qualifying employees with reasonable accommodations to allow them to perform the essential functions of their job while enjoying equal benefits of employment. These protections are for everyone within our agency, including our employees, interns, applicants for employment, external contractors, consultants, agency partners, and members of the public served by our agency.

Collectively with the executive team, senior leadership, managers, and supervisors, the EEO Officer and EEO Counselors will strive to ensure that our values of Diversity, Equity, and Inclusion continue to be at the forefront of our work.

The members of DCWP’s EEO team can address any EEO questions or concerns and are available to speak with you whenever you need support.

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Patty Baez	EEO Officer	pbaez@dcwp.nyc.gov	(212) 436-0269
Amy Vera	EEO Counselor	avera@dcwp.nyc.gov	(212) 968-6731

- 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. Distributed our FY 2023 EEO Newsletter on October 5, 2022, to raise awareness on the concepts of Microaggressions, Microaffirmations, and Bias which is defined as a preconceived opinion in favor or against one thing, person, or group compared with another. Microaggressions are statements, actions, or incidents regarded as an instance of direct, subtle, or intentional discrimination against members of underrepresented or marginalized groups. In contrast to microaggressions, microaffirmation is a small acknowledgement of another person's value. We can practice this by being attentive to what is being said by others to understand their message and by being aware of your facial expressions when listening.

2. In April 2023, Patty Baez was hired as the agency's first director of the Office of Diversity, Equity, and Inclusion and EEO Officer. Patty reports to the Deputy Commissioner of Administration on all Diversity, Equity, and Inclusion related matters such as information on trainings, and the 5-year Accessibility Plan as mandated by Local Law 12. Patty reports directly to the Commissioner on all EEO investigations and confidential matters.

3. The Senior Advisor to the Commissioner is leading our employee engagement committee. This committee will allow the agency to be more proactive about recognizing employee contributions and developing a year-round employee engagement plan. DCWP's Engagement Committee officially launched in September 2023. Each division recruited and nominated a representative to lead the communication and outreach within respective divisions. The Engagement Committee will work together to promote at least two agency-wide events, as well as plan and execute the Agency Anniversary, traditionally held in April of each year. Due to guidance from OMB restricting funds for the use of employee appreciation, activities are limited in nature. Nonetheless, the Engagement Committee organized three holiday-themed events that culminated on the same day in December. Reactions to the event were positive, and it is clear that even within the committee itself, there is a greater sense of camaraderie. The leaders of the Engagement Committee also organized Customer Service Week 2023, which ended by highlighting a Customer Service Award winner for each division. All winners were publicly recognized on the agency's intranet and received a shout-out in an agency-wide email sent by the Commissioner, who personally distributed all the awards.

With the support of the Commissioner, the Engagement Committee is looking forward to building out more activities to positively impact the morale of the workplace.

4. On June 15, 2023, DCWP held an "Introduction to Equity and Inclusion" workshop. The workshop provided information on foundational DEI terms and concepts, the impact of implicit bias in the workplace, and approaches to advancing equity and inclusion. DCWP will continue to promote the importance of DEI and its principles.

5. DCWP reached 100% compliance with the mandatory “Sexual Harassment Prevention” training for the time period of September 1, 2022, through August 31, 2023.

III. Workforce Review and Analysis

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

Total Headcount: 416

[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.]

On September 12, 2023, EEO Officer Patty Baez reviewed DCWP’s compensation data including employee civil service titles, job titles, and salaries for FY 2023. We have not seen any evidence of disparity among employees with the same job titles.

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.]

On March 14, 2023, DCWP reminded employees via email to update their self-ID information regarding race/ethnicity, gender, and veteran status in NYCAPS/ESS.

In FY 2024, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through all 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.

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.]

On July 18, 2023, the EEO Officer Patty Baez and the Director of Human Capital Margaret Mateo met with First Deputy Commissioner Kenny Minaya and the Deputy Commissioner of Administration Nick Rozza to review the Department of Consumer and Worker Protection's ("DCWP") Citywide Equal Employment Opportunity Data System ("CEEDS") report for Quarter 4 of Fiscal Year 2023 focusing on underutilization. They reviewed the overall composition of the agency by the job group titles Administrators, Managers, Management Specialists, Science Professionals, Lawyers, Public Relations, Clerical Supervisors, Clerical, and Paraprofessional Occupations by gender and race. The same group will meet with the Commissioner quarterly to review the data.

[Note: If necessary, the agency can reach out to DCAS CEI for guidance on interpreting their underutilization reports. However, it is the agency's responsibility to use that data to inform its recruitment plans and efforts to reduce/eliminate underutilization.]

- 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.

[Select the options that apply to your agency.]

Agency Head

Quarterly Semi-Annually Annually Other _____

Human Resources

Quarterly Semi-Annually Annually Other _____

General Counsel

Quarterly Semi-Annually Annually Other Not Conducted

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

[State below the central goals of your strategy for FY 2024 focused on promoting equity, increasing diversity, assuring equal employment opportunity, and enhancing the value of inclusion at your agency. Categorize your goals according to the strategic area targeted.]

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

❖ Workforce:

- [Workforce goals should be directed at the composition of your workforce, recruitment, retention, promotion, and professional development.]

In 2023 we obtained LinkedIn recruiter, a hiring platform, to expand the number of applicants for our positions. The platform has successfully increased the number of applicants on average by 10%, allowing our positions to be accessible to potential employees. The increased volume of applicants has given us an opportunity to choose from a more diverse pool of candidates. Furthermore, our expanded partnerships with professional associations and colleges have allowed us to reach more minority candidates than ever before.

Now that we have increased the number of diverse applicants our next step is to require unconscious bias training for all hiring managers. In 2024, the Human Capital unit will develop best practices for managers to reduce potential bias in the selection process. The best practices will include focusing on objective skills and qualifications and requiring the use of structured interviewing process with a diverse hiring panel.

DCWP developed a mentorship program that was expected to be launched in 2023 but was delayed due to unforeseen circumstances. The Human Capital team is expected to launch the program in 2024.

❖ Workplace:

- [Workplace goals have to do with inclusion, workplace culture, and employee activities.]

DCWP will hold a Benefits Fair where representatives from New York City Employee Retirement System (“NYCERS”), Commuter Benefits, Employee Unions, various Health Plans, and the Deferred Compensation Plan will be available to all the employees through the open enrollment period. to provide information and respond to questions.

In September 2023, DCWP established an employee engagement committee to boost employee morale, retain valuable talent, build community, and promote work-life balance. Each division recruited and nominated a representative to lead the communication and outreach within respective divisions. Customer Service Week is held every year in the first week of October; the leaders of the Engagement Committee organized and managed the events this year, which culminated in public recognition and commendation from the Commissioner of a Customer Service Award winner(s) in each division. The Engagement Committee provided helpful feedback that will be internalized for Customer Service Week 2024. The Engagement Committee also organized three holiday-themed events, all culminating on the same day for an agency-wide celebration.

For 2024, the Engagement Committee will organize the agency anniversary event. Budget constraints remain a challenge, as OMB guidance states that funds for recognizing employees are restricted. The Engagement Committee is looking at ways to build interdivisional relationships through events, focusing on already-existing channels of communication that allow for more highlights and recognition of staff, as well as the talents and volunteer work of staff.

DCWP plans to hold a 6–8-week Zumba and Yoga class of 20-25 participants in the worksite for one hour per week. Mats and water bottles will be provided to participants. The agency will partner with NYC Work Well to bring in an instructor onsite to lead the classes.

The agency's anniversary event will be held on the date the agency was created and in appreciation of all staff. Appreciation speeches from division heads and Years of Service awards will be presented.

Community:

- [Community goals should be directed at the external environment of your agency: the public and entities served by the agency.]

The agency mission, “to protect and enhance the economic lives of New Yorkers to create thriving communities”, requires that we continue to expand outreach efforts. To effectively reach the populations we serve, we train our workforce on how to communicate with individuals from diverse backgrounds. Throughout Q1 of FY 2024, DCWP held 64 events. Some of these events were communicated in languages other than English, including Spanish, Chinese, Russian, and Bengali. The events were hosted around the city by various Community Based Organizations sharing information about DCWP, FECs, and new legislation that passed. DCWP presented on resources for asylum seekers, general workers' rights, paid safe and sick leave, and fair work week. Specifics on a few events are included below:

- On 8/12/2023, DCWP attended an Asylum Seeker/Paid Care outreach event with National Domestic Workers Alliance in Central Park.
- On 9/11/2023, DCWP provided a Workers' Rights presentation in Spanish for YMCA - New Americans Initiative in Queens.
- On 9/20/2023, DCWP provided an asylum seeker presentation for New Immigrant Community Empowerment (NICE) in Jackson Heights.

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

- [Describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. (Age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums)]

DCWP created a workforce development plan that includes trainings in DEI. The agency is requiring employees and managers to take unconscious bias, structured interviewing, and disability etiquette training. This training will help employees understand unconscious bias, promote cultural competency, and encourage respectful communication amongst staff members. To promote age inclusivity and increase diversity, Mentorship Programs will be established which will serve as a platform for employees to connect, share experiences, and advocate for inclusion. The Mentorship program will pair experienced employees with newer ones where both groups will have the opportunity to share their experiences and transfer knowledge while enjoying the benefits of career development opportunities.

To ensure that DCWP is an age-friendly workplace, the agency will regularly make DEI assessments within our hiring practices to establish clear diversity and inclusion goals and measure its progress. Policies will be reviewed and updated regularly to reflect inclusive practices and to address systemic issues.

2. Planned Programs, Initiatives, Actions

[Describe the ongoing and new programs, actions, and initiatives planned for FY 2024, which are aimed toward enhancement and expansion of the three foundations of Diversity and EEO strategy: Workforce, Workplace, and Community.]

A. Workforce

[In addition to the strategic goals above, please indicate here specific actions and initiatives planned with respect to Workforce.]

[Note: Please address the specific recruitment, selection and promotion strategies, sources, and procedures in Sections V and VI, below.]

[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.]

- According to FY 2023 Q3 CEEDS Workforce Dashboard, two major job groups experiencing underutilization of women and minorities are Clerical and Management Specialists.
- The information received from the CEEDS Workforce Dashboard, and the Quarterly reports will provide data on recruitment, promotions, and retention rates, allowing for continuous monitoring and evaluation.
- Collaboration between DCWP’s Office of DEI and the Human Capital Department (“HC”) is crucial. During their prospective quarterly meetings, HC will provide data and insights on recruitment while the Director of DEI will devise strategies to address underrepresentation. DCWP will target recruitment efforts to attract a more diverse pool of candidates. This might involve partnering with minority focused job organizations, attending career fairs and networking events targeting women and minorities, and actively seeking referrals from current employees.
- Office of DEI and HC also engage with universities and professional organizations representing women and minorities to build partnerships that support recruitment efforts.
- DCWP will continue to train new hires and current agency staff on the civil service process and regularly distribute information for civil service exams required for Clerical and Management Specialists positions and ensure that these resources are accessible to all employees.

B. Workplace

[Describe specific actions designed to create inclusive workplace culture, enhance equity, and initiatives undertaken to address race relations in the agency. (e.g., modeling inclusive language such as preferred pronouns and age-inclusive language on job postings, celebrating heritage months, ensuring worksite and meetings are accessible, creating agency specific surveys or implementing initiatives based on previous agency specific surveys, etc.).]

[Select the options that apply to your agency.]

DCWP will utilize existing communication initiatives such as agency newsletters and highlights, to promote a workplace environment that prioritizes diversity and inclusion. We are committed to conveying our workplace principles to new staff members as part of their onboarding and training experiences. Additionally, we will partner with external organizations to offer supplementary training sessions and workshops such as training that fosters awareness and understanding of issues related to race, gender, and other aspects of diversity, and anti-racism training to address racial bias and promote allyship. DCWP will ensure that the workplace is physically accessible to employees with disabilities, including accessible entrances, restrooms, and common areas.

In celebration of heritage months, DCWP will acknowledge and celebrate cultural heritage months and important diversity-related events throughout the year and host events or workshops that educate employees about different cultures and traditions.

Moreover, we will provide training to our recruitment team and hiring managers to ensure the use of inclusive language throughout the job posting and the interview and hiring procedures.

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

List below the names of existing ERGs:

- 1.
- 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

[In addition to the strategic goals above, please describe in details specific initiatives, programs and policies planned with respect to your agency's services to the community. This should include initiatives to enhance equity, improve community relations and increase awareness about services offered by your agency.]

On July 29, 2023, DCWP hosted an Open House at the Brooklyn Public Library to help paid care workers, the majority of which are immigrants and women of color, understand their rights and the resources available to them such as the New York City's Domestic Worker Mediation Program. This program was launched to help domestic workers and their employers resolve workplace issues in a respectful, confidential, and free way without going to court.

Paid care workers have a dedicated city resource through DCWP’s Paid Care Division within the Office of Labor Policy & Standards. The Paid Care Division is dedicated to defending the rights of paid care workers such as nannies, caregivers, home care workers, and house cleaners, improving the quality of paid care jobs, and strengthening the paid care system.

DCWP supports paid care workers in NYC through public outreach and education to inform workers about their rights and the availability of city resources.

Our Enforcement, Office of Labor Policy and Standards, and External Affairs divisions will continue to collaborate with other agencies, non-profit organizations, and government officials to foster relationships with the public and maintain everyone informed of the expanding services and protections enforced by the agency. The office of DEI will coordinate additional MWBE events for our agency divisions to interface with potential MWBE vendors/ partners. The Director of DEI and Procurement will attend an upcoming Citywide MWBE Procurement Fair which will be held at the Barclays Center on October 2, 2023. The fair will be hosted by the City’s Small Business Services (“SBS”). DCWP will continue to identify procurement opportunities where we can do business with MWBE vendors/partners and work with SBS to identify new MWBE’s that the agency can work with.

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

[Summary of Recruitment Efforts – Include proactive strategies and practices your agency will use to build and retain a diverse and inclusive workforce. Strategies should include steps that will be taken to promote discretionary positions use of underutilization reports to inform recruitment efforts, review of current policies procedures and practices related to recruitment, training hiring managers and recruiters on D&I courses.]

During FY 2023, DCWP has continued to utilize the hiring platform, LinkedIn Recruiter, to recruit for discretionary positions from a larger more diverse talent pool. The recruiter tool allows us to identify, hire, and onboard staff quicker than just using ESS. According to our data, during FY 2023, the number of

candidates applying to our positions has increased by 9% because of LinkedIn recruiter. In addition, DCWP will continue to expand our partnerships with colleges, universities, government agencies, and professional associations to promote our job postings and to participate in job fairs. We will train hiring managers in Disability Etiquette and the 55-a program.

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.]

Recruitment will participate in career fair events once a month and host information sessions periodically for employees agencywide and a monthly Civil Service Newsletter will be distributed.

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
9/20/2023	Hostos Community College	Bronx

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. PII Program - The program is a great way to create a pipeline of candidates for 55A- all of the intern candidates are already connected to ACCES-VR or the NYSCB (the two State agencies that certify candidates for 55A), so hosting an intern through the PII program allows you to work with a 55A candidate prior to hiring, if interested, and speeds up the certification process.
2. Tri-state Area Law schools – target graduating students for internship/fellowship/and entry-level positions so that we can diversify our workforce in attorney civil service titles. Currently, we have run a successful summer externship program that we hope to expand into the spring season.
3. Collaborate with DYCD youth employment programs such as Ladders for Leaders to hire interns into full-time positions. From our 2023 Ladders for Leaders Program our Enforcement division was able to successfully hire 2 interns from the program as part-time employees.
4. Career Readiness and Modern Youth Apprenticeship (CRMYA) program - The program serves as a key investment to ensure each student reaches long-term economic security. Applicants have invested in extensive career-connected learning in the classroom and understand the commitment that an apprenticeship requires.
5. Reservists Program – expanding the representation of older age groups in our workforce. We currently have two staff members from this program, and we are working to recruit at least 5 more during this fiscal year.
6. DFTA Silver Stars Program - expanding the representation of older age groups in our workforce. We recently engaged with this program and hope to onboard staff from this program soon.

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.]

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	22	Asian: 16 White: 1 Hispanic: 2 Did not Disclose:3	M _13_ F_9_ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	4	White: 4	M _3_ F_1_ Non-Binary __ Other __ Unknown __
5. Other (specify):			M __ 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 3 [number] 55-a participants. [Enter '0' if none]
- There are 2 [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] N/A .

[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.]

We aim to continue to bring awareness to all staff members regarding the 55-a program by including language to encourage 55-a applicants to apply in all our job vacancy notices with Competitive Civil Service titles. New Hires are

provided with documents containing a 55-a program presentation, the 55-a program, and a 55-a program FAQ's page. During our new hire orientation, recruitment shares information about the role of the 55-a program in our Civil Service Examination Process presentation. In addition, the 55-a program booklet and the NYC Department of Citywide Administration Services (DCAS) civil service exams are shared monthly agency-wide via email. To further encourage the hiring and recruitment of 55-a candidates, the recruitment team has promoted the Partnership for Inclusive Internships (PII) program to create a pipeline of candidates that are already connected to ACCES-VR or the NYSCB (the two State agencies that certify candidates for 55A).

- 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 Director and Deputy Director of Human Capital email monthly Civil Service Newsletters agencywide that promote the civil service exams that are currently open and other DCAS updates on civil service information sessions and Job Vacancies at DCWP.

Information sessions regarding the NYC Bridge exam have been provided to qualifying employees. The sessions covered the process of taking the exam and the benefits of being a permanent City employee. DCWP also promotes available positions in the citywide newsletter sent by DCAS.

The agency's Career Counselor plans to host Civil Service information sessions for the agency. Sessions will cover specific civil service titles, roles and responsibilities, salary ranges, union benefits, and promotions. Additionally, the agency's Career Counselor will offer one-on-one sessions to employees to meet and discuss their career development questions.

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.]

Review the data within the NYCAPS Applicant Interview Log Report to identify areas for improvement and work with hiring managers to ensure the data is being collected for all vacancies.

C. EEO Role in Hiring and Selection Process

[Briefly detail which stages of selection involve your EEO Officer (pre- and post-selection).]

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: _____

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? *[It is most useful to conduct this analysis prior to finalizing the list of titles that will be impacted. Ensure that the Agency General Counsel and the Law Department are involved in the review.]*

- 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

[Please refer to **Section IX** to ensure the agency complies with training requirements under local laws and Executive Orders.]

Training Topic	Type of Audience (e.g., All Staff, Front-line Employees, Managers, Supervisors, etc.)	Goal Number of Participants	Projected Dates
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.)	All Staff 25 employees remaining to be trained as of 2/23/2024	January 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.)	As requested	January 2025
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	All Staff 427 employees expected to be trained	9/01/2023-8-31/2024
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 6 runs between September 1, 2023 – August 31, 2024)	As requested	9/01/2023-8-31/2024
5. IgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2024) All other employees	All Staff 166 employees remaining to be trained as of 2/23/2024	March 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	As requested	March 2024
7. Disability Awareness and Etiquette	All employees	All Staff	December 2024
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)	Managers, Supervisors, and Front-line employees	As requested	December 2024

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

VIII. Reasonable Accommodation

[Please indicate the actions your agency will take to ensure that the process of reviewing reasonable accommodation requests is compliant with the EEO Policy as well as the applicable federal, state, and local laws. Additionally, please detail any best practices currently implemented in this area. Lastly, please describe your current appeal protocol.]

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:

The EEO Officer investigates all EEO complaints and handles all the reasonable accommodation requests, external and internal, in a timely manner. Reasonable Accommodation Request Appeals are handled by the First Deputy Commissioner, Kenny Minaya. The EEO Officer ensures the confidentiality of all EEO complaints, medical information, and sensitive data related to reasonable accommodation requests. Employees can appeal the denial of a reasonable accommodation request within 30 days of their receipt of the decision. The appeal is decided within 15 business days of the receipt of an appeal.

- 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 designee¹ : Kenny Minaya, First Deputy Commissioner

- 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.

¹ 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.]

Vilda Vera Mayuga

Print Name of Agency Head



Signature of Agency Head

3/5/2024

Date

Appendix A: Contact Information for Agency EEO Personnel

Agency EEO Office mailing address:

42 Broadway 5th Floor
New York, NY 10004

[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.]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer [indicate if 'Acting' or 'Interim']	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
5.	ADA Coordinator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
6.	Disability Rights Coordinator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
7.	Disability Services Facilitator	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269
8.	55-a Coordinator	Cynthia Medina	CMedina@dcwp.nyc.gov	212-436-0439
9.	EEO Investigator(s)			
10.	Career Counselor(s)	Margaret Mateo	MMateo@dcwp.nyc.gov	212-436-0338
11.	EEO Training Liaison(s)	Patty Baez	PBaez@dcwp.nyc.gov	212-436-0269

12.	EEO Counselor(s)	Amy Vera	Avera@dcwp.nyc.gov	212-968-6731
13.	Other (specify)			

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”]: **N/A**

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

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

Borough	Approximate Dollar Amount Spent (\$)
Bronx	\$0
Brooklyn	\$0
Manhattan	\$118,232 (online)
Queens	\$0
Staten Island	\$0

Provide a list of recruiting events, including location, held, or attended by your agency to promote open-competitive civil service examination in FY2023.

Event Date	Event Name	Borough
3/22/2023	DCAS Clerical Associate Hiring Pool	Manhattan
4/12/2023	DCAS Staff Analyst Hiring Pool	Manhattan
2/16/2023	New Lots Job & Resource Fair	Brooklyn
3/30/2023	MNTCAC (Manhattan Transition and College Access Center)	Manhattan
3/29/2023	BMCC Spring 2023 Job Fair	Manhattan
5/24/2023	Hispanic Federation	Queens

Provide a list of any preparatory materials developed for applicants or potential applicants for open-competitive civil service examinations or promotion civil service examinations, if applicable. [Include as attachments]