

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## FY 2024 Agency Quarterly Diversity, Equity, Inclusion and EEO Report

### Part I: Narrative Summary

<b>Agency Name:</b> <u>DHS-HRA-DSS</u>			
<input type="checkbox"/> 1 <sup>st</sup> Quarter (July -September), due November 17, 2023	<input type="checkbox"/> 2 <sup>nd</sup> Quarter (October – December), due January 30, 2024		
<input type="checkbox"/> 3 <sup>rd</sup> Quarter (January -March), due April 30, 2024	<input checked="" type="checkbox"/> 4 <sup>th</sup> Quarter (April -June), due July 30, 2024		
<b>Prepared by:</b>			
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<b>Date Submitted:</b> _____			
<b><i>FOR DCAS USE ONLY:</i></b>		<b><i>Date Received:</i></b>	

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Instructions for Filling out Quarterly Reports FY 2024

**[NOTE: These forms are cumulative and designed to retain and preserve information for the entire FY 2024. For Q1 please copy the goals, programs, and initiatives from your draft of the FY 2024 DEI-EEO plan. Insert these statements in the corresponding sections of the Quarterly Report below, particularly sections IV, V, and VI. For Q2, Q3 and Q4, use previous quarter’s submission to update their status, retaining all information for the prior quarters. You should also add programs and initiatives begun in these quarters even if they were not mentioned in the Annual Plan]**

1. Please save this file as “**DHS-HRA-DSS Quarter 1 FY 2024 DEI-EEO Quarterly Report. Part I**”, where ‘DHS-HRA-DSS’ is the commonly used acronym of your agency. You must submit this file in MS Word format. **Please do not convert it to PDF.**
2. Complete the “Diversity, Equity, Inclusion and EEO Training Summary” details in Part II – Training Summary [see the attached Excel file].

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

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

3. Mark progress in check boxes in the column for the current quarter. [Note: **Delayed** = behind schedule; **Deferred** = put off until later when better resources become available.]
4. Please save the Excel file as “**DHS-HRA-DSS Quarter X FY 2024 DEI-EEO Report. Part II Training Summary**”, where ‘DHS-HRA-DSS’ is the commonly used acronym of your agency. You must submit this file in MS Excel format. **Please do not convert it to PDF.**

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

- Distributed to all agency employees?  Yes, On (Date): July 22, 2024  No
- By e-mail
- Posted on agency intranet and/or website
- Other \_\_\_\_\_

## II. Recognition and Accomplishments

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

- Diversity, equity, inclusion and EEO Awards
- Diversity, equity, inclusion and EEO Appreciation Events
- Public Notices
- Positive Comments in Performance Appraisals
- Other (please specify): \_\_\_\_\_

The Office of Equity & Inclusion sends monthly emails to recognize diversity holidays, including activities that staff can participate in throughout the city. The agency has numerous heritage committees that host educational and celebratory events for different monthly diversity holidays.

There is also an EEO section included in managerial evaluations.

In 2024 the Office of Equity & Inclusion will roll out the Diversity Scorecard for each program area. The scorecard will measure goals regarding diversity, representation and inclusion and track the progress in meeting those goals.

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## III. Workforce Review and Analysis

- Agency Headcount as of the last day of the quarter was:

Q1 (9/30/2023): 12,659 Q2 (12/31/2023): 12,781 Q3 (3/31/2024): 12896 Q4 (6/30/2024 ): 12,769

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

Yes On (Date): \_\_\_\_\_  Yes again on (Date): \_\_\_\_\_  No

- NYCAPS Employee Self Service (by email; strongly recommended every year)
- Agency’s intranet site
- On-boarding of new employees
- Newsletters and internal Agency Publications

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

Yes - on (Dates): Q1 Review Date: August 7<sup>th</sup>, 2023 Q2 Review Date: November 28<sup>th</sup> Q3 Review date: \_\_\_\_\_ Q4 Review date: \_\_\_\_\_

### The review was conducted with:

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## ■ EEO, Diversity, Inclusion and Equity Initiatives for FY 2024

Please describe your progress this quarter in implementing the primary goals in Section IV of your Agency Diversity, Equity, Inclusion and EEO Plan for FY 2024.

### A. Workforce:

Please list the **Workforce Goal(s)** included in *Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2023*, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., underutilization, workforce planning, succession planning and diverse applicant pool, among others).

#### 1. To increase participation and employment of individuals with disabilities in the workforce.

DSS will leverage the last 9 months of a one-year grant from New York Community Trust to continue the Partnership for Inclusive Internships (PII). This grant seeks to provide 50 internship opportunities from April 2023 through March 2024 for people with disabilities in NYC and NYS government Agencies based in NYC. DSS will continue to host interns and will also seek to ensure that the PII Program continues beyond 1/1/2023 through other funding source.

#### Workforce Goal #1 Updates:

In Q1, 21 interns were actively in place in the PII Program (12 within the DSS/HRA/DHS systems, including 3 newly onboarded interns.) In addition to DSS, the PII Program currently placed interns with the MTA, Parks Department, and NYS Department of Health and has internships available at 5 agencies.

In Q2, 27 interns were actively in place in the PII Program (20 within the DSS/HRA/DHS systems, including 16 newly onboarded interns.) In addition to DSS, the PII Program currently placed interns with the MTA, Department of Transportation (DOT), Department of Consumer and Worker Protection (DCWP) has internships available at 7 agencies.

In Q3, 46 interns were actively in place in the PII Program (21 within the DSS/HRA/DHS systems, including 3 newly onboarded interns). In addition to DSS, the PII Program had active interns placed within the following NYC agencies: MTA, Dot, DCWP, MOPD and in NYS OMH. In addition, the PII

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Program closed out their contact with NYCT and have now partnered with NYC Talent for a 3 year Demonstration Project. In this quarter, 6 interns were hired into full-time positions, 5 of them within DSS.

In Q4, 52 interns were actively in place in the PII Program (22 within the DSS/HRA/DHS systems, including 8 newly onboarded interns). In addition to DSS, the PII Program had active interns placed within the following NYC agencies: MTA, MOPD, DCAS, DOT, Comptroller's Office, Schools, DCWP. Additionally, the following NYS Agencies: DOH and OMH. In this quarter, 6 interns were hired into full-time positions, 3 of them within DSS.

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

## 2. Work on the Diversity Recruitment Strategy with HRS

The goals for the strategy are to create a more diverse workforce, address underutilization, create an agency-wide recruitment plan, review hiring, and separation data to identify gaps in the workforce, and implement practices in all stages of the recruitment process.

The Office of Equity & Inclusion will meet with HRS on February 1<sup>st</sup> to discuss a plan for implementing the recruitment strategy.

Q3. On March 25th, the Office of Equity & Inclusion and HRS met and discussed refocusing the recruitment strategy on pay equity, outreach, succession planning, and reviewing interview questions.

Q4. In May the Office of Equity & Inclusion met to discuss the recruitment strategy and creating a more diverse applicant pool for competitive and non-competitive titles.

### Workforce Goal #2 Updates:

- Q1 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed
- Q2 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed
- Q3 Update:  Planned  Not started  Ongoing  Delayed  Deferred  Completed

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

- 3. The Office of Equity & Inclusion reviews monthly retirement reports from each program area to help determine which titles will require outreach.

Q3 In March, the Office of Equity & Inclusion met with HRS to discuss the recruitment dashboard and will make adjustments to focus on specific civil service titles.

Q4 The dashboard has been completed and will be shared with executive leadership.

### Workforce Goal #3 Updates:

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

- 4. The Office of Equity & Inclusion created an Inclusive Leadership professional development program for M1-M2 managers, Supervisors, and Frontline staff.

- In July the Equity & Inclusion Office hosted a flash/speed mentoring event. This was a one-time meeting /discussion featuring experts in their fields, mentors, and mentees. Each session had one mentor to six or eight mentees for a 1-hour minute mentoring session. There was also one on one 10-minute mentoring sessions. This was the launch of our Inclusive Leadership Development Programming.
- In October the Equity & Inclusion Office hosted its second flash/speed mentoring event. This event was for mangers and supervisors.
- On February 1<sup>st</sup>, March 5<sup>th</sup>, March 16<sup>th</sup>, March 21<sup>st</sup>, and March 27<sup>th</sup> the Office of Equity & Inclusion hosted speed and group mentoring workshops for frontline staff.
- The Office of Equity & Inclusion is preparing for its 2<sup>nd</sup> year a speed mentoring in October 2024.

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Workforce Goal #4 Updates:

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

## 5. Efforts to reduce Workforce underutilization:

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

Below are plans we discussed to address underutilization in our August 7<sup>th</sup> CEEDs review meeting.

- Recruitment and Onboarding is working closely with DCAS to fill non-competitive vacancies.
  - They will follow-up regarding how DCAS targets their pool of candidates.
  - HR is using linkedin for recruitment outreach.
  - We discussed contacting different organizations and colleges for the community coordinator positions.
- On November 28<sup>th</sup> the Office of Equity & Inclusion and Human Resources held a CEEDS review meeting we discussed the following:
- Check with DCAS regarding their exam outreach.
  - Reach out to faith-based organizations.
  - AAPI organizations
  - Create a list of technical high schools (started working on this list).
  - Reach out to OLR for Union List (Waiting for a response)

## **B. Workplace:**



# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Please list the Workplace Goal(s) included in Section IV: Diversity, Equity, Inclusion and EEO Initiatives for FY 2024, which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., job satisfaction/engagement surveys, exit interviews/surveys, and onboarding surveys).

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

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

Please describe the steps that your agency has taken to meet this goal. Include actions taken to create equitable work environment which values differences and maintain focus on retaining talent. How do you evaluate the effectiveness of these actions?

1. The DSS Office of Disability Affairs will continue to curate presentation(s) for staff in honor of the Americans with Disabilities Act.
  - ❖ In Q1, ODA held an in-person hands-on technology event to on September 28, 2023, in celebration of the anniversary of the passage of the ADA. This event was called: **Tools for Transformation – An Adaptive Technology Expo**. Over 150 employees attended. ODA acknowledged 7 employees that have provided exceptional service to people with disabilities this past year. Each was presented with a Staff Recognition Award and an Amazon gift certificate. The program included the following:
    - TechWorks Presents: An Introduction to Assistive Technology and the NYC TRAIID Program (presenters from Adapt Community Network)
    - Vision Technology and Accessibility: Devices, Apps, and Connecting to Learn (Presenters from Lighthouse Guild)After the presentations, attendees participated in 2-hour Adaptive Technology Demonstrations in which they could interact directly with both low- and high-tech devices.

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

2. The DSS Office of Disability Affairs will continue to publish a newsletter entitled *Disability Digest* to be distributed to select Agency and Provider staff. Each issue focuses on a different disability-related topic, shares relevant policies, and provides information on resources and events.

- In Q1, 3 issues of Disability Digest were published with the following themes:
  - The Americans with Disabilities Act Anniversary
  - Recreation
  - Deaf Awareness Month
- In Q2, ODA published one issue on:
  - Employment and People with Disabilities
  - Employment and People with Disabilities
- In Q3, ODA published an issue on:
  - Aging
  - Mental Health
- In Q4, ODA published an issue on:
  - Housing for People with Disabilities
  - June/July issue was published in July so not included here

**Q1 Update:**       Planned     Not started  Ongoing     Delayed     Deferred     Completed

**Q2 Update:**       Planned     Not started  Ongoing     Delayed     Deferred     Completed

**Q3 Update:**       Planned     Not started  Ongoing     Delayed     Deferred     Completed

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

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

- ❖ In Q1, the following Lunch & Learns were held:
  - July: *Uncovering the Mysteries of Durable Medical Equipment (DME)* (47 attendees)

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

- August: *Navigating the OPWDD System* (80 attendees)
- ❖ In Q2, the following Lunch & Learns were held:  
The Medicaid Buy-In Program for Working People with Disabilities (95 attendees)
- ❖ In Q3, the following Lunch & Learns were held:
  - What you Need to Know about Supplemental Needs Trusts and ABLE Accounts for People with Disabilities (59 attendees)

Ensuring Care in the Community: Accessing the Nursing Home Transition & Diversion (NHTD) Medicaid Waiver, the Traumatic Brain Injury (TBI) Medicaid Waiver and the Open Doors Transition Program (52 attendees)

### Workplace Goal #2 Updates:

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

4. The DSS Office of Disability Affairs, along with OPPT, will continue to provide 4–8 hour trainings (Part 1, Part 2 and Full-Day Introduction to Disabilities) on working with people with disabilities to HRA, DHS and Provider Agency staff. The DSS Office of Disability Affairs, in collaboration with HRS and EEO will provide trainings for Supervisors entitled *Creating a Mentally Healthy and Disability-Friendly Workplace*.

- Q 1: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing.
- Q 2: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing.
- Q 3: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing.
- Q 4: Data on *Intro to Disability Training* is contained on the attached spreadsheet. These trainings are ongoing.

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

5. [Gender Equity] Gender Pronoun Training: Our agency has many staff and community members who are transgender, gender non-conforming, non-binary and intersex. One of the areas where all of us can use continued practice and improvement is with gender pronouns. We will be offering staff a mini course on pronoun use, with the aim to reach approximately 250 unique people by the end of the second quarter of FY23, and will continue to offer this curriculum, including a refresher. This has been delayed as we are onboarding high numbers of staff.

❖ Conducted six sessions of the Gender Pronoun Training for HASA staff. These sessions have been delayed as we are onboarding a high number of staff.

**Workplace Goal #3 Updates:**

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

6. Conducting trainings for DHS and provider staff on TGNC Placement Procedure and pronoun use. Two 1.5 hours sessions per day to accommodate for staff hours. This began on July 11th and is on-going.

**Workplace Goal #4 Updates:**

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

7. LGBTQI Basics and Expectations at NYC DSS/HRA/DHS Training for Ombudsman Staff. This 1.5 hour in person training provided staff at the Ombudsman’s office the definition of commonly used terms and definitions, updated policies, and procedures as well as pronoun

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

usage. This training is on-going.

## Workplace Goal #4 Updates:

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

## 8. Other Workplace Activities:

- In October of 2023 the Office of Equity & Inclusion will launch its annual Equity, Inclusion, & Belonging survey. This will be the third version of this survey.
- The Office of Equity & Inclusion is working on a diversity strategic plan with goals for professional development, creating a DEI scorecard for the different program areas, creating a framework for succession planning, and using more diverse media platforms.

## DEI Trainings

- The EEO office developed a reasonable accommodation desk guide for managers and supervisors.
- The office of Equity & Inclusion is working on DEI specific trainings for managers and frontline staff. These trainings are included below:
  - Equity v. Equality
  - Implicit Bias for Managers
  - Cultural Competence
  - Intersectionality, Allyship, and privilege

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## C. Community:

1. The DSS Office of Disability Affairs (ODA) will continue to collaborate with the Mayor’s Office for People with Disabilities (MOPD) on outreach related to ASL Direct and services for people who are deaf and hard-of-hearing.

The DSS Office of Disability Affairs and other DSS Departments continue to meet every 6-8 weeks with MOPD regarding outreach for ASL Direct. During Q1, ODA continued to mail ASL Direct Palm cards to clients who are coded as using ASL as their primary language. ODA is also working with the community to develop a communication card (“communicard”) for individuals living in shelter who are deaf. DSS is also collaborating with MOPD on developing a 4-week ASL Mini-Course. Outreach for participation for this course was conducted in September and over 600 DSS and Provider Agency employees expressed interest and are on the waiting list. During Q2, ODA and other DSS Departments continued to meet with MOPD regarding outreach for ASL Direct. In addition, ODA collaborated with MOPD to host a 4-week, highly successful ASL Mini-Course, co-hosted by DSS’s Deaf & Hard-of-Hearing Information Specialist. We will offer a 6-week series in Q3.

In Q3, DSS continued to meet with MOPD regarding ASL Direct Outreach. We also collaborated with MOPD on a 2<sup>nd</sup> ASL Mini-Course for DSS employees, expanding it to a 6-week series. ODA met with the DSS Office of Communications and Marketing to begin the development of a prototype for the “Communicard” Project.

In Q4, DSS continued to meet with MOPD regarding ASL Direct Outreach. We also collaborated with MOPD on a 3<sup>rd</sup> ASL Mini-Course for DSS employees, continuing as a 6-week series. ODA conducted a Focus Group with MOPD staff who are deaf to review the prototype for the “Communicard” Project.

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

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

❖ In Q1, planning continued for increased access to alternative materials. 3 outreach brochures were converted to LP and Data Format.

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

- ❖ In Q2, planning continued for increased access to alternative materials. 3 brochures and 1 flyer were converted to LP and Data Format.
- ❖ In Q3, no new forms or brochures were converted, as we are awaiting revisions on the English versions of several prioritized documents.
- ❖ In Q4, no new forms or brochures were converted.

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

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

- ❖ In Q1, the Disability Advisory Panel was held in September.
- ❖ In Q 2, the Disability Advisory Panel was held in December.
- ❖ In Q3, the Disability Advisory Panel was held in March.
- ❖ In Q4, the Disability Advisory Panel was held in June.

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

4. Identify best practices for establishing a brand of inclusive customer service.

- ❖ IDNYC Municipal ID Card Program during FY'24 continues to offer its services in the Local Law 30 languages, at all public-facing enrollment sites, to appeal to a diverse array of New Yorkers throughout the five boroughs. Applications, brochures, marketing material (incl ethnic media), email/text renewal reminders, and website content are among the many ways in which our multilingual communications are shared with the public at large. Also, staff are instructed on how to utilize Language Line

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

translation service to support applicants with limited English proficiency. Lastly, our hiring process also considers bilingual proficiency to further buttress our brand of inclusive customer service efforts. **During Q1 FY'24 IDNYC enrolled 32,378 new applicants. During Q3 FY'24 IDNYC enrolled 36,210 new applicants.**

**Community Goal #1 Updates:**

- Q1 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed
- Q2 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed
- Q3 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed
- Q4 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed

5. Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.

- ❖ IDNYC works with several partners, including but not limited to, the DSS/HRA Office of Intergovernmental and Legislative Affairs, the Mayor’s Office of Immigrant Affairs, and City Hall, to host temporary enrollment sites and the deployment of the IDNYC On-the-Go/Mobile Command Center to hard-to-reach neighborhoods in NYC. Our presence in these communities that rely on a government-issued photo ID card, along with the card’s many benefits and services is necessary to improve the quality of lives for all New Yorkers, including newly arriving asylum seekers, as they navigate sudden arrival to this City.
- ❖ During Q1 of FY’24- IDNYC launched its first Hub enrollment site in Brooklyn to increase capacity for staff to manage the heightened foot traffic during this time of great demand for IDNYC. We continued our NYC Public School pilot by enrolling high school students at the Queens International School so that students would be equipped with an acceptable government-issued photo ID.
- ❖ During Q3 of FY ’24-IDNYC moved to an appointment only model to better serve applicants seeking the municipal ID. IDNYC developed a training conducted by the Office of Community Outreach (OCO) that provides a program overview that informs CBOs and faith-based organizations on the requirements for application. The partnership with NYC Public Schools is ongoing.



# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## Community Goal #2 Updates:

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

6. **The DSS Office of Communication and Marketing (OCM)** continues to ensure that the agency’s public message is expanded to a broader and more diverse group of potential clients

## Community Goal #3 Updates:

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

7. Undertake initiatives to improve community relations, community awareness, and to engage communities being served in recruitment efforts, service development, and delivery.

In the first quarter of fiscal year 2024, OCHIA conducted 13 in-person or virtual presentations/workshops to 465 participants. Several of these workshops included OCHIA’s library initiative to educate City residents on “Key Health Insurance Options for New Yorkers”. Libraries may also select the workshop, “You Have Health Insurance. Now What?” which discusses the contents of OCHIA’s pamphlet (of the same name) and an insurance provider’s “Summary of Benefits.” OCHIA also presented to Department of Education’s School Nurses and Parent Coordinators on available health insurance options for children and families, and the restart of renewals for public health insurance and the end of automatic coverage extensions. School staff are invaluable partners in our efforts to spread the word about coverage renewal. We also stressed that children in immigrant or mixed-status families and whose families may not speak or read English are at particular risk of losing coverage and may require extra support, including interpretation services, which are available through enroller organizations.

In the second quarter of fiscal year 2024, OCHIA conducted 9 presentations which included the continuation of OCHIA’s library initiative to

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

educate City residents on health insurance options for New Yorkers. Workshops/presentations were conducted either virtually or in-person at libraries mainly in The Bronx and Manhattan. In addition to its library initiative, OCHIA provided a virtual workshop to the staff of Hamilton-Madison House, a multi-service organization primarily patronized by vulnerable members of the Asian community. OCHIA also supported NYC Health+ Hospitals Gotham Health Gouverneur’s Medicaid recertification event to increase awareness of the return of Medicaid application and renewal processes to pre-pandemic requirements.

OCHIA in partnership with the NYC Mayor’s Public Engagement Unit, the NYC Department of Health and Mental Hygiene, NYC Health + Hospitals’ (H+H) NYC Care Program, and the NY State of Health (NYSOH), hosted a two-day Facebook Live series (English and Spanish) to inform the public of their health coverage and care options. The events were held in conjunction with NYSOH’s open enrollment period.

In the third quarter, OCHIA will focus its outreach efforts on the expansion of Medicaid, effective January 1, 2024, to undocumented immigrants 65 and older. OCHIA will also continue its efforts to inform New Yorkers of post pandemic Medicaid application and renewal requirements. In the third quarter of the fiscal year 2024, OCHIA’s outreach efforts included a focus on post-public health emergency Medicaid application and renewal processes. Outreach efforts also included a focus on the expansion of Medicaid to undocumented immigrants aged 65 years and older. OCHIA conducted 12 community-targeted presentations with several presentations provided to City libraries in continuation of OCHIA’s library initiative.

In partnership with DSS Eligibility Information Services, OCHIA conducted two (2) accessibility, Aged, and Blind presentations to senior serving organizations, hospital staff and client representatives, and three (3) coverage and policy presentations to medical students at Weil Cornell Graduate School of Medical Sciences to provide background and context of New York City’s health Insurance landscape.

OCHIA’s efforts in the third quarter reached over 500 individuals.

In the fourth quarter, OCHIA’s efforts reached over 600 New Yorkers which included four (4) presentations to those serving the Aged, Blind, and Disabled population. The presentations were conducted in partnership with DSS Eligibility Information Services. Additional partnerships included coordination with the Mayor’s Public Engagement Unit, NYC Care, and DOHMH which culminated in a joint “Day of Action” to increase the awareness of Medicaid’s availability to New Yorkers (ages 65+), regardless of immigration status.

OCHIA also conducted 14 in-community presentations, including a weekly presentation at the Jewish Community Council and an overview of the Facilitated Enrollment for the Aged Blind and Disabled Program at a Queens Library Community Partnership meeting for re-entry services for the formally incarcerated.

## **Community Goal #4 Updates:**

**Q1 Update:**    Planned    Not started    Ongoing    Delayed    Deferred    Completed

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

## D. Equity, Inclusion and Race Relations Initiatives:

1.The Office of Equity & Inclusion will continue providing programming and educational opportunities that focus on ways to create awareness of the EEO Office, educational opportunities and programming around diversity issues the equity, developing the follow-up to the equity inclusion, and belonging survey, and collaborating with the Disability Affairs LGBTQIA and ORIA Offices to provide additional DEI programming.

- OEI is working to create a diversity scorecard which will measure the progress of internal processes, learning, and growth related to DEI of the different divisions throughout the agency. The scorecard will capture, measure and analyze data points that will assist the agency in capturing key performance indicators (KPIs) and track DEI goals.
- In April of 2024 OEI met with DHS to discuss the rollout plan for the diversity scorecard. The rollout will take place this fall.

### Equity, Inclusion and Race Relations Initiative #1 Updates:

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

- **The Office of Equity & Inclusion hosted the following events during the second quarter.**

#### **October**

#### **Hispanic Heritage Month Celebration**

On October 3, 2023, the DSS HRA DHS Latino Heritage Committee hosted a Hispanic Heritage Month Celebration event under the theme of “Latinos Driving Prosperity and Progress in America.” Commissioner Park provided welcoming remarks for the event and opening remarks by Maritere Arce, NYC DSS Chief of External Affairs. The keynote speakers for the event were Ana Almanzar,

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Deputy Mayor of Strategic Initiatives, and Wendy Garcia, Deputy Commissioner of Equity & Inclusion for the NYPD. The event featured musical performances and a scholarship presentation.

## **National Coming Out Day**

On October 11, 2023, DSS-DHS-HRA Office of Equity and Inclusion, Employee Programs, and the McMillian Library hosted a discussion with Elon Green, author of Last Call: A True Story of Love, Lust, and Murder in Queer New York, in honor of National Coming Out Day.

## **Inclusive Leadership Development Speed Mentorship Program (Supervisors)**

From October 12 to November 3, 2023, OEI hosted its 2nd Inclusive Leadership Development Speed Mentorship Program, geared towards those serving in supervisory titles for the agency. Day 1 started with a mentoring kick-off session, followed by a Career Development and DEI workshop. On Day 2, participants attended several group mentoring sessions. On Day 3, participants were involved in one-on-one mentorship sessions with the commissioner and program chiefs. On Day 4, OEI hosted a mentorship networking event, with participants receiving certificates for completing the program.

## **November**

### **DSS HRA DHS National Veterans & Military Families Celebration**

On November 13, 2023, OEI and Employee Programs hosted a five-hour long DSS HRA DHS National Veterans & Military Families Celebration and resource fair in honor of staff members identifying as veterans, current U.S. service members and military family members to further celebrate Veterans Month. Opening remarks were delivered by Commissioner Park and featured guest speakers for the morning session included NYC Department of Veterans Services Commissioner James Hendon, 353rd Civil Affairs Command Deputy Commander Col. Kelly Pajak, Dr. Cleopatra Brown Chairperson, Veterans Affairs Committee Community Board 16 and U.S. Navy veteran, Joseph Zoleta CEO, Black 6 Project and U.S. Marine Corps veteran. For the afternoon session guest speakers included, Tanya Thomas, Care Coordinator for The NYC Department of Veterans Services and Gold Star wife, Dr. Michael Counter Jr. Executive Producer for Al Roker Entertainment and U.S. Air Force veteran, Ashton Stewart, Veteran Liaison for MJHS and U.S. Navy veteran. A panel discussion entitled “Caring for Our Heroes, The Fight Is Never Over” included Christian Peralta, a NYC Disc Jockey and U.S. Army veteran,

## **December**

### **Workplace Influencers Campaign Roll Out**

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

On December 20, 2023, OEI hosted a workplace influencer campaign virtual workshop centered on rolling out the campaign to staff. The workshop covered the intent of the campaign and included a discussion on psychological safety and the social behavior change process. The workplace influencer campaign video was premiered to attendees and will go live following the event.

## **Q3.**

### **January**

MLK Celebration event for all staff

### **February**

#### **Speed Mentoring**

February 1<sup>st</sup>

February 5<sup>th</sup>

February 16<sup>th</sup>

February 21<sup>st</sup>

February 27<sup>th</sup>

### **March**

The Office of Equity & Inclusion hosted a Women’s History Month event.

### **April**

Diversity Workshop (Creating an inclusive environment system)

### **May**

The AAPI Committee hosted an Asian American and Native Hawaiian/Pacific Islander (AANHPI) Heritage Month for staff.

### **June**

On June 28 in celebration of Pride month, the Office of Equity and Inclusion (OEI) presented a virtual workshop on allyship and LGBTQIA+ Pride month. Pride month is an annual celebration in June which honors the LGBTQIA+ community and its fight for equality, acceptance, and recognition. The workshop also planned to include a screening and discussion of the documentary “Brother Outsider: The Life of Bayard Rustin,” which chronicles the life of openly gay civil rights activist Bayard Rustin, best known for organizing the 1963 March on Washington.

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

## Equity, Inclusion and Race Relations Initiative #3 Updates:

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

- I. The Office of Equity & Inclusion is working on a Strategic Plan which will focus on the following goals.
- a. Professional Development-Creating more DEI learning opportunities for staff
  - b. DEI Scorecard for each program area- The OEI DEI Scorecard is an evaluative tool that centers accountability and transparency in determining agency programs DEI effectiveness in retention, and promotion.
  - c. More of a multimedia presence and using more diverse program platforms.
  - d. OEI will use different multimedia tools to communicate agency DEI goals and objectives. OEI will utilize multimedia tools to engage, educate, and stimulate an active learning experience for agency staff

Please describe the activities, including the dates when the activities occurred. How do you evaluate the impact of these initiatives?

## Equity, Inclusion and Race Relations Initiative #4 Updates:

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

## V. Recruitment

### A. Recruitment Efforts

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Please list **Recruitment Initiatives and Strategies** which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (e.g., targeted outreach and outreach, diversity recruitment, social media presence, where jobs are posted, EEO and APO collaboration, evaluation of best recruitment sources, structured interview training and unconscious bias training).

1. Ensure that all HRA and DHS positions are posted and visible in Employee Self Service (ESS) for all City employees.

- The agency utilizes ESS as a recruitment tool to identify qualified candidates from a diverse population within our agency and other agencies.

**Recruitment Initiatives/Strategies #1 Updates:**

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

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

- The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.

**Recruitment Initiatives/Strategies #2 Updates:**

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

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

- Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the various heritage committees and program managers, upon request, to offer career development workshops.
- Q2: The agency partnered with CUNY to get critical positions uploaded on their job boards December 2023. We also partnered with DCAS to highlight critical actions with their external partners

## B. Recruitment Efforts for Civil Service Exams

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

Quarter #	Event Date	Event Name	Borough
		None	

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

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



# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Staten Island	N/A	N/A	N/A	
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## C. Recruitment Sources

List recruitment sources used for filling vacancies in the current Quarter (include Q#)

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

## D. Internships/Fellowships

The agency is providing the following internship opportunities in FY 2024. **[Note: Please update this information every quarter.]**

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

1. Urban Fellows Total: 0

Race/Ethnicity\* [#s]: Black \_\_\_ Hispanic \_\_\_ Asian/Pacific Islander \_\_\_ Native American \_\_\_ White \_\_\_ Two or more Races \_\_\_

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

2. Public Service Corps Total: 10

Q1. Race/Ethnicity\* [#s]: Black \_\_3\_\_ Hispanic \_\_2\_\_ Asian/Pacific Islander \_\_1\_\_ Native American \_\_\_ White \_\_\_ Two or more Races \_\_\_

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Gender\* [#s]: M \_4\_ F \_3\_ N-B \_\_\_ O \_\_\_ U

Q2. Race/Ethnicity\* [#s]: Black\_\_2\_ Hispanic\_\_\_ Asian/Pacific Islander\_\_5\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_3\_ F \_3\_ N-B \_\_\_ O \_\_\_ U \_1\_

Q3. Race/Ethnicity\* [#s]: Black\_6\_ Hispanic\_6\_ Asian/Pacific Islander\_\_1\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_5\_ F \_8\_ N-B \_\_\_ O \_\_\_ U \_\_\_

Q4. Race/Ethnicity\* [#s]: Black\_4\_ Hispanic\_2\_ Asian/Pacific Islander\_\_1\_ Native American\_\_\_ White\_3\_ Two or more Races\_\_\_

Gender\* [#s]: M \_5\_ F \_5\_ N-B \_\_\_ O \_\_\_ U \_\_\_

### 3. Summer College Interns Total: 49

Race/Ethnicity\* [#s]: Black\_\_4\_ Hispanic\_10\_\_ Asian/Pacific Islander\_26\_\_ Native American\_\_\_ White\_4\_\_ Two or more Races\_2\_\_

Gender\* [#s]: M \_30\_ F \_17\_ N-B \_\_\_ O \_\_\_ U \_2\_

### 4. Summer Graduate Interns Total: 1

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_1\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_1\_ F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

5. The Partnership for Inclusive Internships (for people with Disabilities) Q 1: (12 active with 3 newly onboarded) Q2: (20 active with 16 newly onboarded) Q 3: Q 3: (21 active with 3 newly onboarded) Q4: Q4: 22 active with 8 newly onboarded

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Q1: Race/Ethnicity\* [#s]: Black Hispanic\_2\_\_ Asian/Pacific Islander Native American\_\_\_ White 1 Two or more Races\_\_\_

Gender\* [#s]: M 2 F 1 N-B \_\_\_ O \_\_\_ U \_\_\_

Q2: Race/Ethnicity\* [#s]: Black 5 Hispanic 2 Asian/Pacific Islander 1 Native American\_\_\_ White 8 Two or more Races\_\_\_

Gender\* [#s]: M 10 F 6 N-B \_\_\_ O \_\_\_ U \_\_\_

Q3: Race/Ethnicity\* [#s]: Black \_\_\_ Hispanic\_\_1\_ Asian/Pacific Islander \_\_\_ Native American\_\_\_ White \_\_2\_ Two or more Races\_\_\_

Gender\* [#s]: M\_\_3 F \_\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

Q4: Race/Ethnicity\* [#s]: Black 2 Hispanic 2 Asian/Pacific Islander 1 Native American 0 White 3 Two or more Races 0

Gender\* [#s]: M 7 F 1 N-B \_\_\_ O \_\_\_ U \_\_\_

## 6. Other (Summer Youth) Total: 60

Race/Ethnicity\* [#s]: Black\_14\_\_ Hispanic\_\_16\_ Asian/Pacific Islander\_17\_\_ Native American\_\_\_ White\_\_2\_ Two or more Races\_11\_\_

Gender\* [#s]: M \_27\_\_ F \_30\_\_ N-B \_\_3\_ O \_\_\_ U \_\_\_

## Additional Internships:

Other (Research Foundation CUNY) Total:

Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_4\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_3\_\_ F \_1\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Q3 Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_1\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M \_\_\_ F\_1\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

## Other (Pathways to Graduation) Total:

Race/Ethnicity\* [#s]: Black\_\_3\_ Hispanic\_2\_\_ Asian/Pacific Islander\_5\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_1\_

Gender\* [#s]: M\_9\_\_ F\_1\_\_ N-B \_\_\_ O\_1\_\_ U \_\_\_

Q3 Race/Ethnicity\* [#s]: Black\_\_1\_ Hispanic\_2\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_\_

Gender\* [#s]: M\_2\_\_ F\_1\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

## Other (OLA Summer Internship (6/3 – 7/26/2024) Total: 18

Q4 Race/Ethnicity\* [#s]: Black\_\_1\_ Hispanic\_\_1\_ Asian/Pacific Islander\_6\_\_ Native American\_\_\_ White\_8\_\_ Two or more Races\_2\_\_

Gender\* [#s]: M\_7\_\_ F\_11\_ N-B \_\_\_ O \_\_\_ U \_\_\_

## Other (College credit only) Total: 4

Q4 Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_2\_\_ Native American\_\_\_ White\_\_\_ Two or more Races\_\_2\_

Gender\* [#s]: M\_3\_\_ F\_1\_\_ N-B \_\_\_ O \_\_\_ U \_\_\_

## Other (NYC Service) Total: 1

Q4 Race/Ethnicity\* [#s]: Black\_\_\_ Hispanic\_\_\_ Asian/Pacific Islander\_\_\_ Native American\_\_\_ White\_1\_\_ Two or more Races\_\_\_

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

Gender\* [#s]: M \_\_\_ F \_1\_ N-B \_\_\_ O \_\_\_ U \_\_\_



# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## VI. Selection (Hiring and Promotion)

Please review Section VI of your FY 2024 Diversity, Equity, Inclusion and EEO Plan and describe your activities for this quarter below:

Please list additional **Selection Strategies and Initiatives** which you set/declared in your FY 2024 Diversity, Equity, Inclusion and EEO Plan (*e.g., use of structured interview, EEO or APO representatives observing interviews, review of placements, review of e-hire applicant data*). Please describe the steps that your agency has taken to meet these objectives.

1. Career Counseling: Advising employees of opportunities for promotion and career development; Notification of promotion/transfer opportunities.
  - Upon request, staff can schedule an individual appointment with a career developer to review/revise resumes and cover letters, as well as participate in mock interviews. The Office of Workforce Development also collaborates with the various heritage committees and program managers, upon request, to offer career development workshops.
  - An email was sent out in March of 2023 notifying staff of the agency's career developer and the services that the Office of Professional Development Provides.
  
9. Reviewing the methods by which candidates are selected for appointment, promotion, or to fill vacancies (new hires), especially for mid- and high-level discretionary positions.
  - The agency ensures that panel interviews are conducted by an EEO or HR representative for all promotional opportunities for M1 and above positions.
  
10. Describe the role of agency EEO Officer and other EEO staff in the selection of candidates for appointment or promotion (pre- and post-appointment).
  - EEO representatives assist with panel interviews for all promotional opportunities for M1 and above positions.
  
11. Analyzing the impact of layoffs or terminations on racial, gender and age groups.
  - The agency will use the DCAS Layoff Procedure as guidance should there be any layoffs, terminations, and/or demotions due to legitimate business/operational reasons in FY 2024.

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

12. Other:

During this Quarter the Agency activities included:	# of Vacancies	# of New Hires	# of New Promotions
Q1	# 1464	# 588	# _____
Q2	# 1338	# 649	# 370
Q3	# 1,291	# 462	# 115
Q4	# 1,327	#422	#122

## VII. Training

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

## VIII. Reasonable Accommodation

Please report all reasonable accommodation requests and their disposition in the DCAS Citywide Complaint/Reasonable Accommodation Tracking System by logging into your CICS Account at: <https://mstpwwa-dcslnx01.csc.nycnet/Login.aspx>

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

Q1:  Yes  No

Q2:  Yes  No

Q3:  Yes  No

Q4:  Yes  No



# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

### A. Local Law 92: Annual Sexual Harassment Prevention training

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

### B. Local Law 97: Annual Sexual Harassment Reporting

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

Q1

Q2

Q3

Q4

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

The agency ensures that complaints are closed within 90 days.

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

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

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

## IX. Audits and Corrective Measures

Please choose the statement that applies to your agency.

- The agency is NOT involved in an audit conducted by NYC Equal Employment Practice Commission (EEPC) or another governmental agency specific to our EEO practices.
- The agency is involved in an audit; please specify who is conducting the audit: \_\_\_\_\_.
- Attach the audit recommendations by EEPC or the other auditing agency.
- The agency has submitted or will submit to DCAS Citywide Equity and Inclusion an amendment letter, which shall amend the agency plan for FY 2023.
- The agency received a Certificate of Compliance from the auditing agency in 2022 or 2023.

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

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

2

## Appendix A: EEO Personnel Details

### EEO Personnel For 3rd Quarter, FY 2024

#### Personnel Changes

Personnel Changes this Quarter:		<input checked="" type="checkbox"/> No Changes	Number of Additions:	Number of Deletions:
Employee's Name & Title	1. <b>Alaywa Andujar, Investigator Discipline III</b>		2.	3.
Nature of change	<input checked="" type="checkbox"/> Addition <input type="checkbox"/> Deletion		<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date: January 29, 2024		Start Date or Termination Date:	Start Date or Termination Date:
Employee's Name & Title				
Nature of change	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion		<input type="checkbox"/> Addition <input type="checkbox"/> Deletion	<input type="checkbox"/> Addition <input type="checkbox"/> Deletion
Date of Change in EEO Role	Start Date or Termination Date:		Start Date or Termination Date:	Start Date or Termination Date:
For New EEO Professionals:				
Name & Title	4. <b>Alaywa Andujar, Investigator Discipline III</b>		5.	6.
EEO Function	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input checked="" type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)		<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
Percent of Time Devoted to EEO	<input checked="" type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):		<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):	<input type="checkbox"/> 100% <input type="checkbox"/> Other: (specify %):
Name & Title				

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

<b>EEO Function</b>	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)	<input type="checkbox"/> EEO Officer <input type="checkbox"/> EEO Counselor <input type="checkbox"/> EEO Trainer <input type="checkbox"/> EEO Investigator <input type="checkbox"/> 55-a Coordinator <input type="checkbox"/> Other: (specify)
<b>Percent of Time Devoted to EEO</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>EEO Training Completed within the Last <u>two</u> years, including the current quarter (EEO and D&amp;I Officers, Deputies, and all new EEO Professionals):</b>			
Name & EEO Role	1.	2.	3.
<b>Completed EEO Trainings:</b>			
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. IgbTq: The Power of Inclusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

**EEO Personnel Training Continued:**

EEO Training completed within the last <u>two</u> years, including the current quarter (EEO and D&I Officers, Deputies, and all new EEO Professionals):						
Name & EEO Role	4.		5.		6.	
<b>Completed EEO Trainings:</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
1. Everybody Matters-EEO and D&I	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. Sexual Harassment Prevention	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. lgbTq: The Power of Inclusion	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4. Disability Awareness & Etiquette	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5. Unconscious Bias	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6. Microaggressions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7. EEO Officer Essentials: Complaint/Investigative Processes	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. EEO Officer Essentials: Reasonable Accommodation	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9. Essential Overview Training for New EEO Officers	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10. Understanding CEEDS Reports	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> No

# DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

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

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

MAILING ADDRESS:

### Diversity and EEO Staffing as of 3 Quarter FY 2024\*

<u>EEO\ Diversity Role</u>	<u>Name</u>	<u>Civil Service Title</u>	<u>% of Time Devoted to EEO &amp; Diversity Functions</u>	<u>Office E-mail Address</u>	<u>Telephone #</u>
<b>EEO Officer/Director</b>	Athina McBean	Deputy Commissioner/EEO Officer	100%	mcbeana@dss.nyc.gov	929.221.7254 212.607.6091
<b>Deputy EEO Officer OR Co-EEO Officer</b>	Monique Quinones-Jackson	Admin Staff Analyst	100%	quinonesmo@dss.nyc.gov	212.361.8385
<b>Deputy EEO Officer OR Co-EEO Officer</b>	Dennis Whinfield		100%	whinfieldd@dss.nyc.gov	929.221.5145
<b>Chief Diversity &amp; Inclusion Officer</b>	Karen St. Hilaire	Assistant Commissioner	100%	St.Hilairek@dss.nyc.gov	929.221.5277
<b>Chief Diversity Officer/Chief MWBE Officer per E.O. 59</b>	Raymond Medina-Deputy Diversity Officer/MWBE	Assistant Commissioner	100%	medinaray@dss.nyc.gov	929-221-5290
<b>ADA Coordinator</b>	Rae Davis Rajun Jordan	PAA III	100% 100%	<a href="mailto:davisr@dss.nyc.gov">davisr@dss.nyc.gov</a> <a href="mailto:jordanr@hra.nyc.gov">jordanr@hra.nyc.gov</a>	212.361.7493 929-221- 5141

## DHS-HRA-DSS FY 2024 Diversity, Equity, Inclusion and Equal Employment Quarterly Report

<b>Disability Rights Coordinator</b>					
<b>Disability Services Facilitator</b>	Jennifer Shaoul, DSS & HRA Jennifer Shaoul, acting DHS	Admin Staff Analyst	25%	shaoulj@dss.nyc.gov	929.221.7281
<b>55-a Coordinator</b>	Mercedes Jaramillo	Strategic Initiative Specialist	5%	jaramillom@dss.nyc.gov	929.221.5460
<b>Career Counselor</b>	Naomi Mark	Director of Educational Programs	20%	markn@dss.nyc.gov	<u>929.221.5661</u>
<b>EEO Counselor</b>					
<b>EEO Investigator</b>	Eric Smalls Annes Castillo Alaywa Andujar	Investigator of Employee Discipline	100%	<a href="mailto:smallse@dss.nyc.gov">smallse@dss.nyc.gov</a> <a href="mailto:castilloa@dss.nyc.gov">castilloa@dss.nyc.gov</a> <a href="mailto:andujara@dss.nyc.gov">andujara@dss.nyc.gov</a>	929-221-5144 929-221-5143
<b>EEO Counselor\ Investigator</b>					
<b>Investigator/Trainer</b>					
<b>EEO Training Liaison</b>					
<b>Other (specify)</b>					
<b>Other (specify)</b>					

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