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CIVIL SERVICE COMMISSION

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

Fiscal Year 2025

Civil Service Commission

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I. Annual Commitment, Accountability, and EEO Statement by Agency Head FY 2025.

As Chair of the New York City Civil Service Commission, I publish this statement to confirm my commitment to support and enforce the rights and protections afforded by the New York City EEO Policy, the City and State Human Rights Law, and all other relevant laws, for all employees, applicants for employment, external contractors, consultants, agency partners, and members of the public served by our Agency.

Our city is built on the strength of diversity reflected by people of all backgrounds. I will strive to achieve the greatest possible diversity among our workforce by encouraging an inclusive culture of openness, tolerance, and cooperation. Consistent with this commitment, I will pursue equity in the recruitment, selection, development, advancement, and retention of a diverse workforce and will examine and eliminate any structural obstacles to equal treatment.

Therefore, I will strive to maintain a safe and respectful working environment and will remind all employees that the City of New York does not tolerate discrimination in any form because it has no place, either in the workplace or in our interactions with the public. I will involve our commissioners and managers as my leadership team to enhance and promote the values of equity, inclusion, and respect for all.

All agency staff and Commissioners must be compliant with the City's EEO Policy and the implementation of this Diversity, Equity, Inclusion and EEO Plan. I will therefore hold my leadership team accountable for ensuring that no one at the Commission will discriminate against employees, applicants for employment or Appellants. We shall support the diversity, equity, and inclusion initiatives by observing EEO mandates and working with dedication to attain agency goals.

To that end, I will include our EEO Officer in critical human resources decisions, such as recruitment and selection strategies, workforce projections, succession planning, promotion of training/career development opportunities, and strategic planning. In furtherance of this objective, we will report to DCAS on the steps undertaken to comply with all legal mandates and the provisions of the various Executive Orders and laws prohibiting employment discrimination in New York City, and on the progress in implementing this plan.

The Agency EEO and Diversity, Equity and Inclusion Officer, Joan Richards, will serve as the CSC's primary resource in addressing EEO issues by providing best practices and direction. Her contact information is jrichards@nyccsc.nyc.gov; phone number 212-615-8901.

During this Fiscal Year 2025, I will announce this Commitment Statement to my fellow Commissioners and our employees, to affirm the principles of diversity, inclusion, and equal employment opportunity, and to communicate our dedication to equity and all values that drive us toward this goal.

☐ This statement is the same as last year.

NOTE: If this statement has been in use for more than two years the Agency Head should issue a revised statement.

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

II. Recognition and Accomplishments

As part of our commitment to DEI and EEO our agency completed several trainings including all mandatory trainings that were due. Our accomplishments are:

1. The Civil Service Commission ("CSC") employees completed trainings in: LGBTQ: The Power of Inclusion, Disability Awareness and Etiquette, Sexual Harassment Prevention and Conflict of Interest trainings.
2. The CSC's NYC Domestic and Gender Violence Prevention policy was distributed to all staff via email on October 16, 2023, to inform and refresh employees' knowledge and awareness.
3. In addition to these, the EEO Officer completed the following trainings: EEO Essentials and Leveraging Employee Value Proposition and Employer Brand to Improve Diversity".
4. Our small workforce continues to maintain a composition of three different racial/ethnic groups.
5. There were no sexual harassment or EEO complaints this past year.

No employee recognition or service awards were handed out.

III. Workforce Review and Analysis

Please provide the total agency headcount as of 6/30/2024

Total Headcount: _____11_____

[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 2024.

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.

1. [While DCAS will engage an external vendor to conduct a pay equity analysis of the city government workforce, agencies must conduct their own analysis of compensation practices and measures to address pay disparity and occupational segregation with regard to the various titles they use.

- Describe your agency's analysis of compensation data, including conformity with collective bargaining agreements and Mayor's Personnel Orders (MPO).

- Also describe possible indicators of occupational segregation such as significant over- or under-utilization of certain ethnic or gender categories in major Job Groups.
- If such analysis was conducted in previous years, describe actions undertaken to reduce occupational segregation.]

There is no apparent pay disparity or variation in salary within the same title among the employees and Commissioners when compared by years of service.

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.]

In FY 2025, the agency will remind and encourage its employees to update self-ID information regarding race/ethnicity, gender, and veteran status through any of the following means:

- ☒ NYCAPS Employee Self Service (by email; strongly recommended every year)
- ☐ Agency's intranet site
- ☒ On-boarding of new employees
- ☐ Employees unable to complete the self-identification form using ESS will be provided an opportunity to submit paper form to the EEO Office.
- ☒ In FY 2025, the agency will inform and remind employees of the option to add preferred name in ESS.

Below please provide the number of employees in your agency whose demographic information is unknown (these numbers are available on the total line of CEEDS report EBEPR210).

Unknown Race/Ethnicity ___0___ Unknown Gender ___0___ Unknown Both ___0___

[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 _____

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 2025

[State below the goals of your strategy for FY 2025 and programs 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.]

A. WORKFORCE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workforce.

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

The Civil Service Commission ("CSC") will continue to maintain a work environment that encourages collaboration, flexibility, and fairness to enable individuals to contribute their full potential to their work. All CSC staff receives EEO diversity training, and a refresher is scheduled for January 2025. The training is for employees to gain familiarity with the subject matter and acquire new knowledge and information on best practices in this area.

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

Planned Programs, Initiatives, Actions aimed at Workforce:

[Describe how your agency will address underutilization in FY 2025. 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.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

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

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

There are no major job groups experiencing underutilization of women and minorities in this agency. We will continue the use of the quarterly reports and dashboards to assist us in assessing our hiring practices for any evidence of underutilization. The Commission plans to maintain its current composition of 55% minorities and will continue to employ efforts in recruitment, maintain high levels of diversity among our employees. We will continue to advertise vacancies on the City Jobs website and in DCAS' monthly newsletter.

Employees are encouraged to take open competitive, promotional exams as well as professional development classes for the advancement of their careers.

B. WORKPLACE

State your Agency's general goals and strategies to enhance DEI and EEO aimed to enhance your agency workplace and cultural environment.

[Workplace goals have to do with inclusion, workplace culture, and employee activities.] The Civil Service Commission has created and will maintain a work environment that encourages collaboration, flexibility, and fairness to enable individuals to contribute their full potential to their work. Where possible, job enrichment and cross training will be utilized to motivate employees to learn new tasks and expand their skill set.

The CSC provides DCAS Online Computer-based training which includes a discussion of the City's EEO Policy, employee rights and responsibilities under the City's EEO Policy, discrimination complaint procedures, reasonable accommodation procedures, preventing hostile work environment, retaliation, and sexual harassment.

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

Planned Programs, Initiatives, Actions aimed at 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.).]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

[Please select below the options that apply to your agency.]

- ☐ Promote employee involvement by supporting Employee Resource Groups (ERGs). List below the names of existing ERGs:

1. Staff is informed and continuously reminded of the identity and contact information of the EEO Officer/Career Counselor who handles requests for reasonable accommodations and oversees the administration of all mandatory trainings

2. We will continue to celebrate the diversity of our agency staff at our annual holiday luncheon. Employees contribute to a luncheon menu consisting of food and drinks that represents their culture and attendees have enjoyed sharing information specific to their ethnicity.

- ☒ Agency does not presently have any ERGs.

- ☐ 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 and EQUITY, INCLUSION and RACE RELATIONS

State your Agency's general goals and strategies to enhance DEI and EEO in areas of Community and Race Relations.

[Community goals should be directed at the external environment of your agency, that is the public, communities, organizations, and other entities served by your agency.]

The Commission provides a variety of ways through which appellants may gain access to the services provided. Appellants may submit appeal requests and supporting documentation via the Commission's appeals portal, emails, US mail and in person at our client services window. The commission serves all NYC residents regardless of ethnicity, age, sexual orientation, or religion.

Planned Programs, Initiatives, Actions aimed at Community, Equity and Race Relations:

[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.]

[Also describe special initiatives to enhance equity, inclusion, and race relations in your agency programs and activities. Pay attention to age inclusivity, non-traditional minorities inclusion initiatives, engagement of traditional and older employees in inclusion efforts and discussion forums.]

The Commission's Chair and Vice-Chair continue to solicit ideas, feedback, and suggestions from all staff and encourages staff involvement in developing programs and procedures that will improve our work environment. When developing programs and procedures, periodic meetings between Legal and Administrative staff will be conducted to glean ideas and suggestions. Results from these meetings will be presented to agency leaders in weekly Commissioners meetings for review and subsequent implementation.

Additionally, the Agency Head continues to distribute via email communication regarding equity, inclusion, and race relations annually. These emails remind employees of the city and agency's intolerance of discrimination.

[Please select below the options that apply to your agency.]

In FY 2025, the agency will:

- ☒ Continue or plan to promote diversity and EEO community outreach in providing government services. The development and utilization of the agency's appeals portal is an initiative that affords the Commission a greater reach in providing services to NYC residents. The appeals

portal is a public facing tool providing access to all who wish to file appeals with the Commission regardless of age, race, sex, religious beliefs or other identifying factors.

☒ Promote participation with minority and women owned business enterprises (MWBs)

☐ 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, and review of current policies procedures and practices related to recruitment and training hiring managers and recruiters on DEI courses.]

NOTE: This section must be prepared jointly by Agency DEI-EEO and HR.

The agency will promote employee awareness of promotion and transfer opportunities within the agency and will consider its employees for these opportunities. In addition, employees are provided with a link to DCAS' civil service exam website where they may access information regarding up-coming civil service exams.

The CSC continues to ensure that human resources personnel and supervisors involved in the recruitment and hiring process all participate in courses such as Unconscious Bias Structured Interviewing where they are trained in interviewing, selection, hiring skills and EEO to enable such individuals to correctly identify the most capable candidates.

The CSC will continue to assess our recruitment efforts periodically to ensure that no group is adversely impacted by our recruitment efforts.

The EEO officer continues to submit a quarterly report on the agency's workforce composition to the Agency Head to identify and address any barriers to equal employment. On a quarterly basis the EEO personnel meets with the agency head to monitor the agency's hiring practices, as well as policies, programs or procedures regarding recruitment, selection, compensation, promotion, training (including structured interviewing), and EEO-related compliance.

B. Recruitment for Civil Service Exams

[Summary of recruitment efforts that will be undertaken in FY 2025 to promote open competitive and promotion civil service exams.]

In FY 2025 the Commission will continue to promote open competitive and promotion civil service exams by distributing exam announcements as soon as they are published. We will continue to encourage employees to take exams that may advance their careers and result in promotion to higher civil service titles. We will also encourage employee to assist with the distribution of notices regarding exam openings.

List any planned recruitment events for FY 2025 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
none	none	none

List planned expenditures for FY 2025 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
Other (include online)	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. The resources listed below have resulted in previous hires and the current diversity of our workforce.

1. Civil Service Exams

2. Dept. for the Aging, Title V Program
3. Law School Recruitment
4. New York City Jobs

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 2024 and their demographic profiles, based on self-ID data. Indicate your plans to provide internship/fellowship opportunities in FY 2025. 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 2024:

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	0		M __ F__ Non-Binary __ Other __ Unknown __
4. Summer Graduate Interns	0		M __ F__ Non-Binary __ Other __ Unknown __
5. Civil Service Pathways Fellows	0		M __ F__ Non-Binary __ Other __ Unknown
6. Other (specify):	0		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 0 [number] 55-a participants. [Enter '0' if none]
- There are 0 [number] participants who have been in the program less than 2 years.
- In the last fiscal year, a total of 0 [number] new applications for the program were received and 0 participants left the program due to [state reasons] 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.]

☒ 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 jointly by Agency HR and DEI-EEO. HR must describe the activities and plans of Agency Career Counselors in A) below. EEO must respond to questions in C) below.

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 Career Counselor will continue to forward all announcements of open competitive and promotional exams to staff encouraging them to apply take exams that may result in the advancement of their careers. The Career Counselor conducts career counseling during annual evaluations and upon request. The agency provides employees with information and advice on promotional opportunities, civil service exams and career development. We will continue to inform employees of scheduled examinations. Whenever the need arises, the Commission will offer assistance for the completion of examination filing.

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.]

The Civil Service Commission consists of five Commissioners, all of whom are appointed by the Mayor of the City of New York and confirmed by the City Council. Therefore, high-level discretionary appointments are not within the purview of this Commission. There are no mid-level new hires anticipated soon.

For lower-level hiring, the EEO Officer works with agency head to ensure that hiring managers receive required training in Equal Opportunity practices, structured interviewing, and unconscious bias. Interview questions will be reviewed and approved by agency head, hiring manager and EEO officer.

C. EEO Role in Hiring and Selection Process

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

In FY 2025, the agency EEO Officer will do the following:

- ☒ Ensure that all vacancy announcements include the revised NYC EEO 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 for an interview.
- ☒ 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 and/or SmartRecruiter 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 2025.
- ☐ The agency will analyze the impact of layoffs or terminations on racial, ethnic, 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.)	11	01/01/2025 to 01/31/2025
2. Everybody Matters: EEO and Diversity & Inclusion Training for NYC Employees (classroom/live webinar)	All employees – Biennially (Cycle 2 must be completed by March 31, 2025.)		
3. Sexual Harassment Prevention (e-learning)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)	11	04/01/2025
4. Sexual Harassment Prevention (classroom/live webinar)	All employees – Annually (Cycle 7 runs between September 1, 2024 – August 31, 2025)		
5. lgbTq – Power of Inclusion (e-learning)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees		
6. lgbTq – Power of Inclusion (classroom/live webinar)	Managers, Supervisors, and Front-line employees (must be completed by March 31, 2026) All other employees		02/01/2025 to 03/01/2025
7. Disability Awareness and Etiquette			
8. Structured Interviewing and Unconscious Bias (classroom/live webinar)			
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.]

The Commission will continue to provide reasonable accommodations to persons with disabilities, for religious observations and practices, and for victims of domestic violence, sex offenses, stalking, pregnancy, childbirth, and related medical conditions, unless the provision of these accommodations would create undue hardship on the CSC.

The CSC follows the Citywide Reasonable Accommodation procedure. Due to our small workforce, reasonable accommodation requests are completed in an expedited timeframe and determinations are issued well before the required 15-day timeframe. Applicants consult with the EEO officer, appropriate documentation is sought, the completed reasonable accommodation request form along with required documentation is submitted to agency head for approval and final determination is submitted in writing to the applicant, supervisor, Human Resources and EEO files.

Medical records submitted along with reasonable accommodation requests are handled with confidentiality and locked away in EEO records. Information collected during this process is maintained on separate forms and in separate medical information records. Managers and supervisors are informed of an employee's necessary work restrictions and any accommodations granted.

- ☒ 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 implemented the modifications of Reasonable Accommodation Procedure announced in May 2024.
- ☒ The agency initiates the cooperative dialogue within 10 days from the request for Reasonable Accommodation.
- ☒ The agency grants or denies request within 15 days after from the conclusion of cooperative dialogue.
- ☒ When necessary, in certain time-sensitive circumstances the agency conducts and expedited review and grants or denies request in less than 15 days.

- ☒ 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 : _____
 - ☐ 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 Local Laws and Mayoral Executive Orders

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 7 – September 1, 2024 – August 31, 2025) 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 2024.

- ☐ 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 2025

- ☒ List of diversity and inclusion training for FY 2025 is included in section VII of this annual plan.
 1. EEO Everybody Matters
 2. Sexual Harassment Prevention
 3. LGBTQ: The Power of Inclusion

F. Local Law 27 (2023): Workforce Information Report for FY 2024

- ☒ The agency will submit the mandated annual report with workforce information to the Mayor, the Speaker of the Council, the Department of Citywide Administrative Services, and the Equal Employment Practices Commission by September 30, 2024.

G. Local Law 28 of (2023): Diverse Recruitment and Retention in City Government

Under LL 28 (2023), agencies must provide information about agency-specific training programs that are required for, or relevant to, an applicant's appointment to a position based on an open-competitive or promotional civil service examination. Additionally, agencies must provide information on expenditures related to recruiting candidates for open competitive and promotional civil service examinations, a list of recruiting events to promote open-competitive civil service examination and a list of any preparatory materials developed for applicants or potential applicants for open-competitive and promotional civil service examinations.

- ☒ The agency submitted all information required by LL 28 for FY 2024 using the form and templates provided.

H. 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 5 runs from April 1, 2024, to March 31, 2026.

- ☒ 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

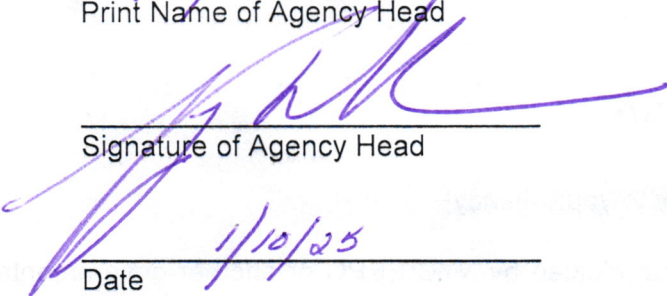
[Please check the statement(s) that apply to your agency].

- ☐ 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.]

Nancy G. Chotetz.
Print Name of Agency Head


Signature of Agency Head

1/10/25
Date

Appendix A: Contact Information for Agency EEO Personnel and Career Counselors *

Agency EEO Office mailing address:

1 Centre Street,
Room 2300N, NY, NY 10007

[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 and HR 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. **NOTE:** Include staff performing any of EEO or HR-related roles in this listing even if they work in another part of the agency and not in the Office of DEI-EEO.]

*To prevent potential conflicts, the Career Counselor should not be within the EEO Office]

	Title/Function	Name	Email	Telephone
1.	Agency EEO Officer	Joan Richards	jrichards@nyccsc.nyc.gov	212-615-8901
2.	Agency Deputy EEO Officer [if appointed]			
3.	Agency (Chief) Diversity & Inclusion Officer [if appointed]			
4.	Chief Diversity Officer/Chief MWBE Officer per E.O. 59			
5.	ADA Coordinator	Joan Richards		
6.	Disability Rights Coordinator	Joan Richards		
7.	Disability Services Facilitator	Joan Richards		
8.	55-a Coordinator			
9.	EEO Investigator(s)			

10.	Career Counselor(s)	Joan Richards		
11.	EEO Training Liaison(s)	Joan Richards		
12.	EEO Counselor(s)			
13.	Other (specify)			

The New York City Equal Employment Practices Commission

hereby issues this

Determination of Compliance

to

New York City Civil Service Commission

for achieving compliance with the
Equal Employment Practices Commission's audit:

Evaluation of Employment Practices with a Focus on Underutilization

From July 1, 2021, to this date.



*In care of Commissioner and Chair Nancy G. Chaffetz
and Principal EEO Professional Joan Richards*

On this 31st day of October in the year 2024

A blue ink signature of Aldrin Rafael Bonilla, written in a cursive style.

Aldrin Rafael Bonilla, Chair/Commissioner

A blue ink signature of Jeanne M. Victor, written in a cursive style.

Jeanne M. Victor, Executive Director



Aldrin Rafael Bonilla, Ed.D., MPA
Chair/Commissioner

Elaine S. Reiss, Esq.
Vice-Chair/Commissioner

Minosca Alcantara, Ed.D.
Ngozi Okaro, Esq.
Nicole Yearwood, MPA
Commissioners

Jeanne M. Victor
Executive Director

253 Broadway
Suite 602
New York, NY 10007

212. 615. 8939 tel.
212. 676. 2724 fax

BY EMAIL

October 31, 2024

Nancy G. Chaffetz
Commissioner and Chair
New York City Civil Service Commission
1 Centre Street, Room 2300N
New York, New York 10007

Re: Resolution #2024AP/276-134-(2024)C21
DETERMINATION: Compliance


Dear Commissioner Chaffetz:

On behalf of the members of the Equal Employment Practices Commission (EEPC), I write to inform you that pursuant to New York City Charter Chapter 36, Section 832(c), the EEPC's Board of Commissioners has approved the attached *Determination of Compliance*.

As you are aware, the EEPC is required to audit, evaluate, and monitor your agency at least once every four (4) years to ensure the New York City Civil Service Commission's compliance with federal, state, and local laws and regulations, best practices, and policies and procedures that increase equal employment opportunity for minority and women employees and applicants. The New York City Civil Service Commission's successful completion of the EEPC's *Employment Practices Audit (Focus on Underutilization)* demonstrates its commitment to implementing employment policies and practices that encourage and maintain a workplace free from unlawful discrimination and promote equality of opportunity.

Thank you and Principal EEO Professional Joan Richards for the cooperation extended to the EEPC during the course of our audit of your agency's employment and EEO-related practices. We look forward to working with you and the New York City Civil Service Commission to ensure equal employment opportunity in the City of New York.

Sincerely,


Aldrin Rafael Bonilla
Chair/Commissioner

Enc.

c: Joan Richards, Principal EEO Professional, CSC



Monitoring of Employment Practices with a Focus on Underutilization
RESOLUTION NO.

2024AP/276-134-(2024)C21
New York City Civil Service Commission
Commissioner and Chair Nancy G. Chaffetz:
DETERMINATION: COMPLIANCE

SYNOPSIS

Corrective Action(s):	Total: 3		
Period Audit Covered:	July 1, 2021 to December 31, 2023		
Preliminary Determination Issued:	October 11, 2024	Response Received	October 21, 2024
Final Determination Issued:	October 23, 2024	Response Received	October 30, 2024
Compliance-Monitoring:	Required	November 1, 2024 to February 28, 2025	
		without extension	

Whereas, pursuant to Chapter 36, Sections 830(a) and 831(d)(2) and (5) of the New York City Charter (Charter), the Equal Employment Practices Commission (EEPC) is authorized to audit, review, evaluate, and monitor the employment procedures, practices and programs of city agencies and other municipal entities (hereinafter "entities") and their efforts to ensure fair and effective equal employment opportunity (EEO) for minority group members and women who are employed or seek employment, and to recommend practices, procedures, approaches, measures, standards, and programs to be utilized by such entities in these efforts; and

Whereas, pursuant to Charter Chapter 36, Sections 830(a) and 831(d)(2) and (5), the EEPC has adopted uniform standards for auditing agencies and municipal entities, and minimum standards for auditing community boards, to review, evaluate, and monitor entities' practices, procedures, approaches, measures, standards, and programs for compliance with federal, state, and local laws and regulations, and policies and procedures to increase equal opportunity for women, minorities, and other employees and job applicants identified for protection from discrimination; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), the EEPC may make a determination pursuant to Charter Section 831(d) whether any plan, program, procedure, approach, measure, or standard adopted or utilized by any municipal entity does not provide equal employment opportunity, and the EEPC's determinations of compliance or non-compliance and prescribed corrective action are required by, or consistent with federal, state, and local laws and regulations, and policies and procedures to increase equality of opportunity for women, minorities, and other employees and job applicants identified for protection from discrimination; and

Whereas, the EEPC conducted an audit, review, and evaluation of the New York City Civil Service Commission's Employment Practices with a Focus on Underutilization; and

Whereas, pursuant to the audit, review, and evaluation of the New York City Civil Service Commission's Employment Practices with a Focus on Underutilization, the EEPC issued a Preliminary Determination, dated October 11, 2024, setting forth findings and the following corrective actions required to remedy areas of non-compliance:

1. Annually inform employees of the Disability Rights Coordinator's contact information.
2. Demonstrate the use (redacted) of an applicant/candidate log or tracking system that tracks the hiring lifecycle. At a minimum, the applicant/candidate log or tracking system must include veteran status, interviewers' names, interview date, and reason selected/not selected for each applicant (disposition reason).
3. Remind employees of the identity/type of guidance available from the Career Counselor at least annually.

Whereas, within a two-week deadline following the EEPC's Preliminary Determination, the entity submitted a preliminary response; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), after consideration, the EEPC issued a Final Determination on October 23, 2024, which indicated that no areas required corrective action; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), in the Final Determination, the EEPC assigned a monitoring period from November 1, 2024 to February 28, 2025, to determine whether the entity eliminated areas of non-compliance, if any; and

Whereas, in accordance with Charter Chapter 36, Section 832(c) the entity was required to respond in 30 days, and make monthly reports thereafter for a period not to exceed six months, on the progress of its efforts to correct outstanding areas of non-compliance; and

Whereas, in accordance with Charter Chapter 36, Section 832(c), on October 30, 2024, the entity issued a response to the EEPC's Final Determination; and

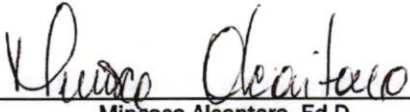
Whereas, in accordance with Charter Chapter 36, Section 832(c), the New York City Civil Service Commission was exempt from monitoring on October 30, 2024; and

Whereas, pursuant to Charter Chapter 35, Sections 815(a)(15) and (19), which requires agency heads to ensure and promote equal opportunity for all persons in appointment, payment of wages, development, and advancement, and to establish measures and programs to ensure a fair and effective affirmative employment plan to provide equal employment opportunity for minority group members and women, the Commissioner recognized the EEPC's audit and reiterated commitment to the New York City Civil Service Commission's equal employment practices. **Now Therefore**,

Be It Resolved, that the New York City Civil Service Commission has satisfied the equal employment standards set by the EEPC pursuant to its authority under New York City Charter Chapters 35 and 36; and

Be It Resolved, that the EEPC's Board of Commissioners approves the issuance of this Determination of Compliance to Commissioner and Chair Nancy G. Chaffetz of the New York City Civil Service Commission.

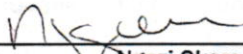
Approved unanimously on October 31, 2024.



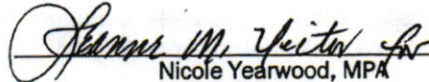
Minosca Alcantara, Ed.D.
Commissioner/Mayoral Appointee




Elaine S. Reiss, Esq.
Vice-Chair/Commissioner/Mayoral Appointee



Ngozi Okaro, Esq.
Commissioner/City Council Appointee



Nicole Yearwood, MPA
Commissioner/City Council Appointee



Aldrin Rafael Bonilla, Ed.D., MPA
Chair/Commissioner/Joint Appointee