



Career Counseling FY 2025 Report

Local Law 75 of 2024

Table of Contents

	Introduction	2
	DCAS Support for Citywide Compliance with LL75.....	3
	Compliance Program Strategy.....	3
	Goal One: Build a Community of Practice	4
	Capturing Agency Insights	4
	Building Counselor Capacity	4
	Expanding Access to Resources.....	5
	Goal Two: Advance a “One City” Approach to Career Counseling.....	5
	Strengthening Program Visibility	5
	Standardizing the Counseling Experience.....	5
	Streamlining Reporting Practices	6
	Career Counseling Session Outcomes	6
	Conclusions	7
	Appendix: Sessions by Format, Agency, Gender, and Ethnicity.....	9
	Table 2. Total Career Counseling Sessions Conducted by Format.....	9
	Table 3. Total Sessions Conducted by Agency, Gender, and Ethnicity.....	9

| Introduction

This biennial report is submitted in accordance with Local Law 75 of 2024 (LL75), which requires city agencies to offer career counseling to all employees with at least 12 months of city service to provide advice and guidance on opportunities for promotion, training, and education. LL75 defines “agency” as any agency, the head of which holds office upon appointment of the mayor and those units within the executive office of the mayor designated by the mayor to be covered by the provisions of chapter 16 of the Charter.¹

This is the first report submitted pursuant to LL75, which requires that beginning December 31, 2025, and every odd numbered year thereafter, Department of Citywide Administrative Services (DCAS) submit a report to the mayor and the speaker of the council. Specifically, the report must include the following information for the preceding two-year period, if applicable:

- The number of eligible employees who sought career counseling from their agencies, disaggregated by agency, race, and gender;
- The number of eligible employees who, after their career counseling session:
 - Applied to take a promotional examination;
 - Enrolled in an agency-provided training;
 - Enrolled in a DCAS-provided training;
 - Transferred into a title offering higher pay;
 - Transferred to a different agency; or
 - Were promoted
- The number of career counseling sessions conducted, disaggregated by in-person or remote format; and
- The number of employees who sought and received information about the promotional process and opportunities for higher salaries to employees from DCAS after having received career counseling offered by their agencies.

LL75 also requires DCAS to develop electronic surveys for agencies to distribute to employees upon completion of a career counseling session. Participation in the survey is voluntary. The survey questions shall include, but are not limited to, questions designed to obtain the information required to be reported under the law.

¹ The definition of agency under LL75 does not include agencies headed by boards, commissions, or other multi-member bodies, whether appointed by the mayor or otherwise, nor elected officials, nor other agencies the heads of which are appointed by officials other than the mayor or by multi-member bodies.

Beyond these reporting requirements, LL75 assigns DCAS several key responsibilities that are essential to the successful implementation of the law. Specifically, DCAS must:

- Provide training to agency career counselors;
- Convene biannual meetings with agency career counselors to share information about the promotional examination process and opportunities for advancement; and
- Develop written materials—in consultation with relevant agencies—on the promotional examination application process, enrollment in DCAS or agency-provided trainings, and other relevant career development topics for use during career counseling sessions or upon employee request.

In alignment with these statutory mandates, DCAS leads a citywide effort to establish structures, resources, and trainings that enable agencies to provide meaningful career counseling services. Guided by its core values of equity and effectiveness, DCAS strives to ensure that agencies provide consistent, high-quality counseling that empowers city employees to advance their careers.

This report covers from September 4, 2024—the effective date of LL75—through June 30, 2025. It presents the information required under LL75 and highlights the actions DCAS took to support citywide implementation of the law.

DCAS supported agencies by building a community of practice and providing a baseline framework of marketing, counseling, and reporting tools. Through these efforts, DCAS equipped agencies to deliver consistent, high-quality counseling services, strengthened workforce mobility, and advanced the city’s commitment to equitable and effective human resource practices.

The 35 agencies included in this report conducted a total of 686 career counseling sessions.

| DCAS Support for Citywide Compliance with LL75

Compliance Program Strategy

Following the passage of LL75, DCAS took proactive steps to ensure citywide awareness, provide tools and resources, and support agencies in building capacity to meet their obligations. These actions were guided by two (2) of DCAS’ core values:

- **Equity:** Providing services that help city government uplift and empower all New Yorkers.
- **Effectiveness:** Ensuring that city government agencies have the resources and support needed to succeed.

Grounded in these values, DCAS framed its goals and intended outcomes as follows:

- **Build a Community of Practice (Equity):** Leverage the expertise and talents of career counseling professionals across city government to build knowledge-capacity for all agencies and ensure equitable access to empowered knowledgeable counselors.
- **Advance a “One City” Approach to Career Counseling (Effectiveness):** Create and disseminate shared resources, templates, guidelines, and frameworks to provide a consistent employee experience, strengthen program management, and streamline the workload of career counselors across participating agencies.

Goal One: Build a Community of Practice

To expand access to high-quality career counseling, DCAS created a supportive citywide network of career counselors that enables all agencies—especially those with newly established career counseling offices—to benefit from the knowledge and expertise of their experienced colleagues.

Actions to support this goal included:

Capturing Agency Insights

DCAS convened discussions with career counselors at several partner agencies to identify the type of support and resources that would best meet their needs. These conversations produced valuable recommendations on best practices for career counseling, such as using pre-session questionnaires, clearly defining the role of a career counselor and what employees can expect during a career counseling session and mastering the intricacies of the civil service system. The insights gained from these discussions informed the foundation of DCAS’ next steps.

Building Counselor Capacity

In January 2025, DCAS conducted a new Career Counselor Onboarding Training for all employees designated by their agencies as career counselors. The training covered the legal basis for establishing the role of career counselors, key responsibilities and best practices, strategies for identifying promotional pathways and professional development opportunities within city government, and available tools and resources to support this initiative. It also provided practical guidance for addressing common challenges in career counseling.

To reinforce the learning concepts, career counselors participated in group exercises that simulated real-world counseling scenarios. Each group received a different mock employee request and presented how they would prepare for the session and tailor their approach to meet the employee’s specific needs. This exercise allowed counselors to apply key concepts, strengthen their problem-solving skills, and learn from their peers’ diverse approaches.

DCAS also set aside dedicated time for peer-to-peer knowledge sharing. Career counselors were encouraged to discuss their own success stories, highlight strategies that worked in their agencies, and openly request support in handling more challenging situations. This collaborative

space fostered trust, strengthened the network of practitioners, and reinforced the sense of community at the core of LL75 implementation.

Following the January training, DCAS distributed a Career Counselor Feedback Survey to evaluate how career counseling programs were progressing and identify where additional support or guidance was needed. The survey invited career counselors to share insights on common employee questions, program successes within their agencies, and challenges encountered during counseling sessions. Feedback from this survey directly informed DCAS' ongoing development of shared tools, tailored guidance, and future peer-learning opportunities.

Expanding Access to Resources

In response to feedback indicating that career counselors sought greater insight into how peers in other agencies structured their career counseling programs, DCAS conducted outreach to collect existing career development materials already in use across city agencies. These resources included agency-developed presentations, resume writing guides, interview preparation tools, and informational handouts. DCAS curated these materials into a centralized SharePoint site accessible to all agency Career Counselors. This approach reduced duplication of efforts, elevated the sharing of best practices, and ensured equitable access to high-quality, standardized resources.

Goal Two: Advance a “One City” Approach to Career Counseling

To help agencies implement LL75 consistently and effectively, DCAS established a baseline framework with clear standards that provided career counselors with practical tools to manage their programs effectively. Through this unified approach, DCAS advanced a “One City” model that strengthened, improved service delivery, and supported equitable access to career development resources for all employees.

Strengthening Program Visibility

DCAS developed flyer templates and outreach materials that agencies could customize to promote their career counseling programs. To complement these materials, DCAS provided guidance on effective outreach strategies, including integrating information into new employee onboarding, posting notices in common areas, and sending agency-wide email announcements. These supports equipped agencies with ready-to-use tools to increase awareness of their programs while maintaining consistent messaging across city government.

Standardizing the Counseling Experience

DCAS introduced agencies to the NYC Career Pathway Planner, a structured tool designed to standardize the career counseling process and support meaningful career counseling sessions at every stage.

- **Before the Session:** Employees are encouraged to complete sections of the planner in advance to reflect on their goals and skills. This preparation enables counselors to tailor each session to the employee's needs.
- **During the Session:** The planner serves as a guide to ensure key areas—such as civil service status, open positions, and recommended trainings—are addressed. Career counselors use it to document goals, clarify next steps, and connect employees with relevant resources.
- **After the Session:** The planner functions as a living document that both employees and counselors can revisit. Employees may update their progress over time, and career counselors can reference the planner during follow-up discussions.

By providing this tool, DCAS is establishing a consistent, citywide model for LL75—compliant career counseling services and practices while maintaining the flexibility to meet the unique needs of individual employees.

Streamlining Reporting Practices

To support agencies in meeting LL75 reporting requirements, DCAS provided a standardized data entry template for counselors to document information from their sessions. This tool enables counselors to efficiently capture key details while providing agencies with a consistent format for aggregating activity in their annual submissions. By aligning record-keeping practices across agencies, the template reduces administrative burden, ensures data consistency, and strengthens the city's ability to evaluate the program's overall impact.

| Career Counseling Session Outcomes

During the reporting period, a total of 686 employees participated in the Career Counseling program. Of those, 163 (24%) completed a voluntary electronic survey to share whether they have taken certain actions to advance their public service career after receiving counseling. The results of this survey are summarized below, supplemented by employee personnel transaction data pulled from the New York City Automated Personnel System (NYCAPS).

In addition to meeting the requirements of the law, several agencies voluntarily expanded career counseling to employees who were not covered under the mandate but could benefit greatly from early guidance and support in accessing full-time career opportunities. For example, the NYC Department of Parks and Recreation (NYC Parks) provided career counseling to employees with fewer than 12 months of city service. These sessions fall outside the scope of the law and are therefore not reflected in the report tables below. Most of these sessions (2,936) served Job Training Participants in the Parks Opportunity Program (POP)—a six-month program that provides participants with on-the-job training, career coaching, and specialized skill-building opportunities. This program supports a population that often faces barriers to long-term employment and relies on these services to build skills, strengthen employability, and transition

into stable full-time roles. Table 1. Total Post-Career Counseling Session Actions Taken by Outcome

Post-Session Action	Total YES	Total NO
Applied to Take a Promotional Exam²	30	133
Enrolled in Agency-Provided Training¹	68	95
Enrolled in DCAS-Provided Training¹	54	109
Transferred to Title Offering Higher Pay³	42	644
Transferred to Different Agency²	63	623
Promoted^{2, 4}	46	640
Sought Career Development Information from DCAS⁵	0	686

Conclusions

As this first year of implementation demonstrates, Local Law 75 marks an important step toward creating a culture of practice around career counseling across city government. Many agencies are still in the process of integrating career counseling into their operations and workplace culture — establishing the routines, outreach methods, and internal support structures—that will allow these programs to mature over time.

The data collected this year provides an early snapshot of how agencies are adopting the program and where additional support may be needed. It also demonstrates that employees are benefiting from the service. While these findings offer valuable initial insights, they represent only a single year of data. The next reporting cycle—covering a full two-year period—will allow for more meaningful trend analysis and clearer identification of best practices across agencies. With a full two-year cycle, we hope to see an even greater number of employees availing themselves of the service and benefiting from the guidance, information provided by Agency Career Counselors, and taking the time to think critically about which directions employees want their careers to head.

² Data Source: Voluntary survey distributed to employees by counselor.

³ Data Source: Employee personnel transactions in NYCAPS.

⁴ For the purpose of this report, "promotion" is defined as an increase in pay accompanied by level or title change. The total of those promoted, therefore, is inclusive of the total of those who transferred to a title offering higher pay.

⁵ Data Source: Citywide career counseling inbox managed by DCAS.

DCAS also notes that the voluntary nature of the electronic employee survey presents certain limitations: not all participants completed it, and those who did may represent a self-selected group more inclined to provide feedback. As a result, while the survey responses offer useful qualitative perspectives, they should be interpreted with caution and considered alongside other data sources.

Looking ahead to 2026, DCAS will take proactive steps to expand awareness and participation in agency career counseling programs. This includes increasing outreach to employees who may not yet be aware of available services, enhancing the resources and guidance provided to counselors, and deepening collaboration among agencies to share lessons learned. These actions will strengthen the city's collective ability to provide equitable, effective, and sustainable career development opportunities for all employees.

| Appendix: Sessions by Format, Agency, Gender, and Ethnicity

Table 2. Total Career Counseling Sessions Conducted by Format

Total Sessions	% In-Person	% Remote
686	329 (48%)	357 (52%)

Table 3. Total Sessions Conducted by Agency⁶, Gender, and Ethnicity⁷

Agency Name	Total Sessions	% Female	% Male	% Neither Female Nor Male	% Unknown/ Choose Not to Disclose Gender	% Asian	% Black	% Hispanic	% White	% Some Other Race	% Unknown/ Choose Not to Disclose Race/ Ethnicity
Administration for Children's Services (ACS)	74	85%	12%	0%	3%	5%	69%	14%	1%	1%	9%
Board of Education Retirement System (BERS)	4	75%	25%	0%	0%	0%	0%	0%	0%	0%	100%

⁶ Agencies not listed in this report either do not meet the definition of "agency" as defined by LL75 or did not provide DCAS with their data.

⁷ Race/Ethnicity totals may exceed 100% because applicants can self-identify as Hispanic and select a race/ethnicity; this increases the count in the self-selected categories of race.

Agency Name	Total Sessions	% Female	% Male	% Neither Female Nor Male	% Unknown/ Choose Not to Disclose Gender	% Asian	% Black	% Hispanic	% White	% Some Other Race	% Unknown/ Choose Not to Disclose Race/ Ethnicity
Business Integrity Commission (BIC)	14	86%	14%	0%	0%	14%	21%	36%	36%	0%	7%
Campaign Finance Board (CFB)	4	25%	75%	0%	0%	25%	0%	25%	0%	25%	25%
Dept. for the Aging (DFTA)	8	75%	25%	0%	0%	13%	50%	0%	25%	13%	0%
Dept. of Buildings (DOB)	29	62%	38%	0%	0%	10%	31%	21%	21%	3%	34%
Dept. of City Planning (DCP)	10	40%	60%	0%	0%	10%	0%	0%	70%	10%	10%
Dept. of Citywide Administrative Services (DCAS)	13	46%	31%	0%	23%	15%	23%	8%	15%	8%	31%
Dept. of Community & Worker Protection (DCWP)	12	67%	33%	0%	0%	17%	17%	42%	42%	17%	8%
Dept. of Correction (DOC)	11	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
Dept. of Design & Construction (DDC)	6	67%	17%	17%	0%	33%	17%	17%	33%	0%	0%

Agency Name	Total Sessions	% Female	% Male	% Neither Female Nor Male	% Unknown/ Choose Not to Disclose Gender	% Asian	% Black	% Hispanic	% White	% Some Other Race	% Unknown/ Choose Not to Disclose Race/ Ethnicity
Dept. of Environmental Protection (DEP)	67	42%	46%	0%	12%	16%	22%	0%	22%	16%	22%
Dept. of Finance (DOF)	18	89%	11%	0%	0%	17%	56%	0%	0%	6%	22%
Dept. of Health & Mental Hygiene (DOHMH)	82	67%	10%	2%	21%	20%	22%	0%	18%	10%	30%
Dept. of Parks & Recreation (DPR)	33	30%	67%	0%	3%	6%	42%	15%	15%	0%	12%
Dept. of Probation (DOP)	14	64%	36%	0%	0%	7%	64%	7%	14%	7%	0%
Dept. of Records & Information Services (DORIS)	2	50%	50%	0%	0%	50%	0%	0%	0%	0%	50%
Dept. of Sanitation (DSNY)	1	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%
Dept. of Small Business Services (SBS)	31	65%	32%	0%	3%	48%	13%	13%	19%	3%	3%
Dept. of Social Services (DSS - HRA - DHS)	3	67%	33%	0%	0%	0%	100%	0%	0%	0%	0%
Dept. of Transportation (DOT)	36	56%	44%	0%	0%	8%	25%	31%	22%	3%	11%

Agency Name	Total Sessions	% Female	% Male	% Neither Female Nor Male	% Unknown/ Choose Not to Disclose Gender	% Asian	% Black	% Hispanic	% White	% Some Other Race	% Unknown/ Choose Not to Disclose Race/ Ethnicity
Financial Information Services Agency - Office of Payroll Administration (FISA-OPA)	18	67%	33%	0%	0%	39%	11%	0%	11%	11%	28%
Landmark Preservation Commission (LPC)	13	54%	46%	0%	0%	15%	8%	8%	69%	0%	0%
Law Dept. (LAW)	50	70%	30%	0%	0%	8%	50%	10%	22%	4%	6%
Mayor's Office of Contract Services (MOCS)	10	60%	40%	0%	0%	20%	20%	0%	30%	0%	30%
Mayor's Office of Criminal Justice (MOCJ)	21	33%	62%	0%	5%	24%	29%	24%	14%	0%	10%
New York City Commission on Human Rights (CCHR)	3	67%	33%	0%	0%	33%	0%	33%	0%	33%	0%
New York City Police Dept. (NYPD)	5	0%	0%	0%	100%	0%	0%	0%	0%	0%	100%
New York City Police Pension Fund (NYCPPF)	9	56%	33%	0%	11%	33%	11%	22%	22%	0%	11%

Agency Name	Total Sessions	% Female	% Male	% Neither Female Nor Male	% Unknown/ Choose Not to Disclose Gender	% Asian	% Black	% Hispanic	% White	% Some Other Race	% Unknown/ Choose Not to Disclose Race/ Ethnicity
Office of Administrative Trials & Hearings (OATH)	11	64%	36%	0%	0%	18%	27%	9%	9%	18%	18%
Office of Labor Relations (OLR)	4	75%	25%	0%	0%	0%	25%	0%	0%	0%	75%
Office of Management & Budget (OMB)	28	54%	43%	4%	0%	21%	11%	14%	50%	7%	11%
Office of Technology & Innovation (OTI)	28	29%	68%	0%	4%	21%	14%	0%	29%	11%	25%
Office of the Chief Medical Examiner (OCME)	9	67%	22%	11%	0%	0%	78%	0%	11%	0%	11%
Office of the Mayor (OOM)	5	80%	20%	0%	0%	0%	0%	20%	80%	0%	0%

DCAS

nyc.gov/dcas