



# EQUAL EMPLOYMENT PRACTICES COMMISSION

City of New York

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July 28, 2005

Robert W. Walsh

Commissioner

Department of Small Business Services

110 Williams Street, 8<sup>th</sup> Floor

New York, NY 10038

Re: Resolution #05/11-801/Preliminary Determination Pursuant to the Audit of the Department of Small Business Services (SBS) and its Compliance with the City's Equal Employment Opportunity Policy from July 1, 2002 through June 30, 2004.

Dear Commissioner Walsh:

Pursuant to Chapter 36 of the New York City Charter, the Equal Employment Practices Commission (EEPC) is empowered to audit and evaluate the employment practices, programs, policies and procedures of city agencies and their efforts to ensure fair and effective equal employment opportunity for minority group members and women. (New York City Charter, Chapter 36, sections 831(d)(2) and (5).)

This letter contains the preliminary determinations of EEPC pursuant to its audit of compliance by the Department of Small Business Services (SBS) during the twenty-four month period commencing July 1, 2002 and ending June 30, 2004. Requests for corrective actions and/or recommendations are included where the EEPC has determined that SBS has failed to comply in whole or in part with the City's EEO Policy.

Pursuant to the New York City Charter, as amended, in 1996 the Department of Citywide Administrative Services (DCAS) issued the prior administration's Equal Employment Opportunity Policy (EEOP), a set of uniform standards and procedures designed to ensure the equality of opportunity for municipal government employees and job applicants. The EEOP directs agencies to develop agency-specific plans for providing equal employment opportunity within the parameters of these standards and procedures.

In January 2005, DCAS issued the current administration's EEOP. Accordingly, all recommendations for corrective actions are consistent with both the audit's findings and the parameters set forth in the new EEOP. Therefore, the Department of Small Business Services should incorporate these recommendations in its agency-specific EEO Plan. The relevant sections of the City's new Equal Employment Opportunity Policy are cited in parenthesis at the end of each recommendation.

In addition, this Commission is empowered by Section 831 of the City Charter to recommend all necessary and appropriate actions to ensure fair and effective affirmative employment programs for minority group members and women.

The purpose of this audit is to evaluate the agency's compliance with the EEOP, not to issue findings of discrimination pursuant to the New York City Human Rights Law.

### **Scope and Methodology**

Audit methodology included an analysis of SBS's Agency Specific Plans, quarterly EEO reports and responses to an EEPC Document and Information Request Form. EEPC staff also analyzed City-wide Equal Employment Database System (CEEDS) data by which SBS determines underutilizations and concentrations of targeted groups within the workforce. These designations represent imbalances between the number of employees in a particular job category and the number that would reasonably be expected when compared to their availability in the relevant labor market. Where CEEDS data revealed underutilizations within the SBS workforce, the auditors determined whether the agency had undertaken reasonable measures to correct those underutilizations. (Appendix 6)

EEPC auditors also conducted in-depth, on-site interviews with SBS's EEO Officer, Career Counselor, and two EEO Counselors. In addition, EEPC auditors interviewed eight supervisors/managers to determine awareness of their rights and responsibilities under the EEOP. The results of these interviews are attached. (Appendix 1)

A survey of 270 people employed by SBS during the audit period was distributed. (This number includes 18 surveys that were returned as undeliverable.) Sixty-three people (25%) responded. Significant survey findings are attached and discussed in the proceeding pages. (Appendix 5)

### **Description of the Agency**

The Department of Small Business Services (SBS) provides technical assistance and services to New York City businesses, encourages the growth of small, minority and women-owned businesses and encourages their participation in the City's procurement process. SBS sponsors 50 Business Improvement Districts (BIDs) in the five boroughs that help promote and maintain clean, safe and business-friendly neighborhoods. The agency works with Local Development Corporations, BIDs and other community groups to find places where direct public or private investment can positively impact the business climate.

## **Personnel Activity During the Audit Period**

During the audit period 57 people were hired: 31 Caucasians, 10 Asians, 10 African-Americans, and 6 Hispanics. Eighteen of the individuals hired were female. Sixty-four individuals were promoted during the audit period: 17 Caucasians, 33 African Americans, 5 Hispanics, and 9 Asians. Thirty-two of the individuals promoted were female. (Appendix 4)

SBS reports that 5 full-time employees were involuntarily separated during the audit period: 3 Caucasians and 2 African-Americans. Three of those individuals were female. Additional documents provided by SBS indicated that between December 2002 and December 2004, the total number of employees increased (77.6%) from 130 to 231. This significant increase in staff was due to the absorption by SBS of approximately one hundred persons from the now defunct Department of Employment.

## **Discrimination Complaint Activity During the Audit Period**

During the period in review, one internal discrimination complaint (based on retaliation and sexual harassment) was filed; the complaint received a probable cause determination. Two external complaints (based on race/religion/sex/national origin/retaliation and sexual harassment/retaliation) were filed against the agency during the audit period; the former was dismissed; the latter was settled.

## **PRELIMINARY DETERMINATION**

Following are our preliminary determinations with required corrective actions and recommendations pursuant to the audit.

### **Plan Dissemination – Internally**

SBS is in compliance with the following requirements:

1. The agency's EEO Policies (which include the following documents: the General Anti-discrimination, Sexual Harassment, Disability, Reasonable Accommodation, Human Immunodeficiency Virus/AIDS, and Alcohol and Drug-Free Workplace policies) are distributed annually with paychecks, at new employee orientation sessions, and at EEO training sessions. The policies are also posted directly outside the EEO Office. In addition, 79% of the employees surveyed by the EEPC indicated they had received the EEO Policy and 67% indicated that they had received the Sexual Harassment Prevention Policy.
2. According to the agency's EEO Officer, and 63% of the respondents surveyed by the EEPC, SBS's EEO Policies are kept in a distribution container directly outside of the EEO office. The EEO Officer continually checks and maintains the container to ensure that the necessary EEO documents are in generous supply.
3. SBS's EEO Policies are available in alternate formats (e.g. audio cassette and large print) for use by applicants and employees with disabilities.

SBS is not in compliance with the following requirement:

SBS's policy does not contain an up-to-date list of "protected classes" under the New York City Human Rights Law, or indicate that it is illegal to discriminate on the basis of gender identity (Local Law No. 3 of 2002) and status as a victim of sex offenses and stalking (Local Law No. 75 of 2003). Corrective action is no longer required pursuant to the NYC EEO issued January, 2005.

### **Plan Dissemination – Externally**

SBS is in compliance with the following requirement:

The 3 newspaper advertisements and 19 citywide job vacancy notices submitted to the EEOC by SBS all indicate that the agency is an Equal Opportunity Employer.

### **Affirmative Action and Reasonable Accommodation for Persons with Disabilities**

SBS is in compliance with the following requirements:

1. SBS's EEO Policy includes a "Reasonable Accommodation Procedure."
2. SBS has provided accommodations for employees such as ergonomic chairs.
3. SBS distributes the 55-A program brochure (provided by the Department of Citywide Administrative Services) with its EEO Policy annually and at new employee orientation sessions. Currently, there are two program participants.
4. SBS has designated an EEO Counselor as the agency's Disability Rights and Reasonable Accommodation Coordinator.
5. Pursuant to federal compliance regulations, SBS has performed accessibility studies to ensure that the agency is accessible to, and useable by, persons with disabilities (specifically that the building's front entrance, elevators, and bathroom can accommodate wheelchairs).

### **EEO Complaint and Investigation System**

SBS is in compliance with the following requirements:

1. The EEO Officer maintains a monthly log of discrimination complaints filed against the agency.
2. SBS's EEO Officer and EEO Counselors have attended the basic training course for EEO professionals at the Department of Citywide Administrative Services (DCAS). In addition, the agency's counselors have attended training sessions administered by the Civil Rights Center, workshops for the Workforce Investment Act, and training at the New York State and US Departments of Labor. The EEO Officer has received additional federal and reasonable

accommodations training and has attended a session held by Cornell University entitled "EEO from the Public Sector Perspective".

3. The agency has introduced its EEO staff via training sessions, agency newsletters, and email memos.
4. SBS ensured that both a male (EEO Investigator) and female (EEO Officer) are available for discrimination complaint intake and investigation.

SBS is not in compliance with the following requirements:

1. The complaint file submitted to the EEPC by SBS -- complaint no. 001-02 does not contain the following document required by the Discrimination Complaint Procedure Implementation Guidelines (DCPIG):
  - A "Complaint of Discrimination" intake form;
  - A written notice of discrimination complaint to the respondent; and
  - A confidential report to the agency head that consists of 3 sections: (1) Findings of Facts, (2) Discussion and Conclusion and (3) Recommendations.

Recommendation: A "Complaint of Discrimination" intake form should be given to all complainants and used when an internal complaint is filed. (Sect. 12 (a), DCPIG)

Recommendation: Each complaint file should contain a Notice of Discrimination Complaint form to notify the respondent of the allegations being made. (Sect. 12 (b), DCPIG)

Recommendation: The EEO Officer should submit a confidential written report to the agency head. The report should consist of the 3 sections outlined in the DCPIG: (1) Findings of Facts, (2) Discussion and Conclusion and (3) Recommendations.

2. There is no indication that the EEO Officer's "Confidential Memorandum" (issued to the Commissioner at the completion of the investigation) was actually reviewed, or the recommendations approved and adopted by, the agency head. Corrective action is required.

Recommendation: The agency head must sign each report to indicate that it has been reviewed and whether the recommendation, if any, is approved and adopted. (Sect. 12 (b), DCPIG)

### **EEO Training**

SBS is in compliance with the following requirement:

In January 2004, SBS's held a series of employee orientation sessions where 181 managers, supervisors, line employees and new employees were trained. SBS conducted two sessions where 17 managerial/supervisory employees received structured interview training as well.

During the audit period, SBS also hosted notable cultural events intended to promote diversity. In FY 2004, the agency held brown bag luncheons to commemorate both Black

History and Women's History months. SBS also featured an article on equal employment opportunity on the front page of its December 2004 newsletter.

### **Underutilization**

SBS's CEEDS data indicated persistent underutilization of two "protected" classes in two job groups. (See Appendix 6 for underutilizations at the beginning and end of the audit period.)

Following is an analysis of personnel activity in these categories.

#### EEO Job Groups: Hires and Promotions:

Clerical Supervisors (012): Hispanics were underutilized in this category throughout the audit period. There were no hires into this category. No employees were promoted to or within this category.

Paraprofessionals (031): Females were underutilized in this category throughout the audit period. There were no hires into this category. No employees were promoted to or within this category.

### **Addressing Underutilization**

#### SBS is not in compliance with the following requirement:

SBS's EEO Officer provided a list of organizations that the agency has used in the past for recruitment purposes; however, the list does not include all protected classes. Corrective action is required.

Recommendation: In keeping with the mandate of the EEOP, SBS should ensure that job vacancies for which underutilization of women and/or minorities have previously been identified will be advertised in female-and minority-oriented publications, and sent to professional and community organizations serving minorities, women, and persons with disabilities. SBS should use the list of minority and female recruitment sources compiled by DCAS ("Making the Most of New York City's Recruitment Resources," 2004:

[http://extranet.dcas.nycnet/eo/pdf/apomasterclass\\_recruitment.pdf](http://extranet.dcas.nycnet/eo/pdf/apomasterclass_recruitment.pdf)). (Sect. IV, EEOP)

### **Selection**

#### SBS is in compliance with the following requirement:

SBS's has provided structured interview training for supervisors/managers that are involved in interviewing or hiring new employees.

#### SBS is not in compliance with the following requirement:

SBS's EEO Officer stated that the agency has not conducted adverse impact studies. Corrective action is required.

Recommendation: Since the EEOP requires that City agencies assess the manner in which candidates are selected for employment to determine whether there is any adverse impact upon any particular racial, ethnic, disability, or gender group, SBS should secure the necessary training to conduct adverse impact studies, either from DCAS or another appropriate source. (Section IV, EEOP).

### **Promotional Opportunities**

SBS is in compliance with the following requirements:

1. SBS has included an EEO component in its managerial performance evaluation form.
2. SBS has appointed two individuals familiar with civil service and provisional jobs to serve as the agency's Career Counselors: the Executive Director of Human Resources and the Director of Personnel.

### **Supervisory Responsibility in EEO Plan Implementation**

SBS is in compliance with the following requirement:

Once per month the agency hosts a "Director's Meeting" for supervisors/managers. The meetings are used as a forum to discuss supervisors' responsibilities. SBS's EEO Officer attends the meetings to inform supervisors of their EEO responsibilities and discuss EEO issues. In addition, 63% of supervisors interviewed indicated that the EEO Officer has discussed their rights and responsibilities either individually or in a group setting and 75% indicated that they have enough training to respond knowledgeably to an employee who complains about discrimination/harassment.

### **EEO Officer Responsibilities**

SBS is in compliance with the following requirements:

1. SBS's EEO Officer devotes 100% of her time to EEO matters: approximately 50% to agency-related EEO matters and 50% to Workforce Investment Act issues (she stated that her responsibilities within the two areas often overlap).
2. The EEO Officer reports to the First Deputy Commissioner on EEO issues. Following their EEO-related meetings, she issues a memo to file as a record of decisions made.
3. SBS's EEO Officer is proactively involved in developing recruitment strategies and selecting recruitment media for the agency. She suggests media and monitors advertisements to ensure that those selected target minorities.

### **Special Contingencies:**

1. The managerial performance evaluation form submitted to the EEPC by SBS includes a standard EEO component ("Utilizing Human Resources"); however, 50% of the supervisors

interviewed told EEPC auditors that they are not evaluated on EEO in their performance evaluations. In addition, 50% of the managers interviewed indicated that they were not informed that their annual performance evaluation would include tasks and standards relevant to EEO that will be considered in determining eligibility for promotions or merit increases. Corrective action is required

Recommendation: Since the EEOP holds managers and supervisors accountable for ensuring that the agency does not discriminate against employees or applicants for employment, SBS's Commissioner should distribute a memo to all managers/supervisors informing them that the "Utilizing Human Resources" section of their annual performance evaluation form includes tasks and standards relevant to EEO performance that will be considered in determining their eligibility for promotions or merit increases. (Sect. IV, EEOP)

2. Although SBS has appointed two individual familiar with civil service and provisional jobs to serve as Career Counselors, 57% of respondents to an EEPC survey indicated that they did not know who is responsible for career counseling. Corrective action is required.

Recommendation: SBS should re-distribute information about the identities, location and telephone numbers of the Career Counselors to all agency employees. (Sect. IV, EEOP)

## **SUMMARY OF RECOMMENDED CORRECTIVE ACTIONS**

1. A "Complaint of Discrimination" intake form should be given to all complainants and used when an internal complaint is filed. (Sect. 12 (a), DCPIG)
2. Each complaint file should contain a Notice of Discrimination Complaint form to notify the respondent of the allegations being made. (Sect. 12 (b), DCPIG)
3. The EEO Officer should submit a confidential written report to the agency head, which consists of the 3 sections outlined in the DCPIG: (1) Findings of Facts, (2) Discussion and Conclusion and (3) Recommendations. (Sect. 12 (b), DCPIG)
4. The agency head must sign each report to indicate that it has been reviewed and whether the recommendation, if any, is approved and adopted. (Sect. 12 (b), DCPIG)
5. SBS should ensure that job vacancies for which underutilization of women and/or minorities have previously been identified will be advertised in female-and minority-oriented publications, and sent to professional and community organizations serving minorities, women, and persons with disabilities. SBS should use the list of minority and female recruitment sources compiled by DCAS ("Making the Most of New York City's Recruitment Resources," 2004, [http://extranet.dcas.nycnet/eo/pdf/apomasterclass\\_recruitment.pdf](http://extranet.dcas.nycnet/eo/pdf/apomasterclass_recruitment.pdf)). (Sect. IV, EEOP)
6. SBS should secure the necessary training to conduct adverse impact studies, either from DCAS or another appropriate source. (Section IV, EEOP).



7. SBS's Commissioner should distribute a memo to all managers/supervisors informing them that the "Utilizing Human Resources" section of their annual performance evaluation form includes tasks and standards relevant to EEO performance that will be considered in determining their eligibility for promotions or merit increases. (Sect. IV, EEOP)
8. SBS should re-distribute information about the identities, location and telephone numbers of the Career Counselors to all agency employees. (Sect. IV, EEOP)

In addition to the above recommendations, during the compliance process, the Commission requires that the agency head distribute a memorandum to all staff informing them of the changes that are being implemented in the agency's EEO program pursuant to the audit. This memorandum should re-emphasize the agency head's commitment to the agency's Equal Employment Opportunity Program.

### **Conclusion**

Pursuant to Chapter 36 of the New York City Charter and the previously cited preliminary determinations relating to EEPC's audit of SBS's compliance with the City's Equal Employment Opportunity Policy, we respectfully request your response to the aforementioned preliminary determinations.

Your response should indicate what corrective actions your office will take, and which recommendations it intends to incorporate in its Equal Employment Opportunity Plan, where appropriate, to comply with the City's Equal Employment Opportunity Policy. Please forward your response within thirty days of receipt of this letter.

Pursuant to Section 832 of the New York City Charter, as amended in 1999, if you do not implement all of these recommendations for corrective actions during a compliance period not to exceed six months, this Commission may publish a report and recommend to the Mayor the appropriate corrective actions that you should implement in your agency's EEO Plan.

In closing, we want to thank you and your staff for the cooperation extended to the Equal Employment Practices Commission's auditors during the course of this audit. If you have any questions regarding these preliminary determinations, please let us know.

Sincerely,



Ernest F. Hart, Esq.  
Chair

## APPENDIX - 1

### DEPARTMENT OF SMALL BUSINESS SERVICES SUPERVISOR SURVEY RESULTS

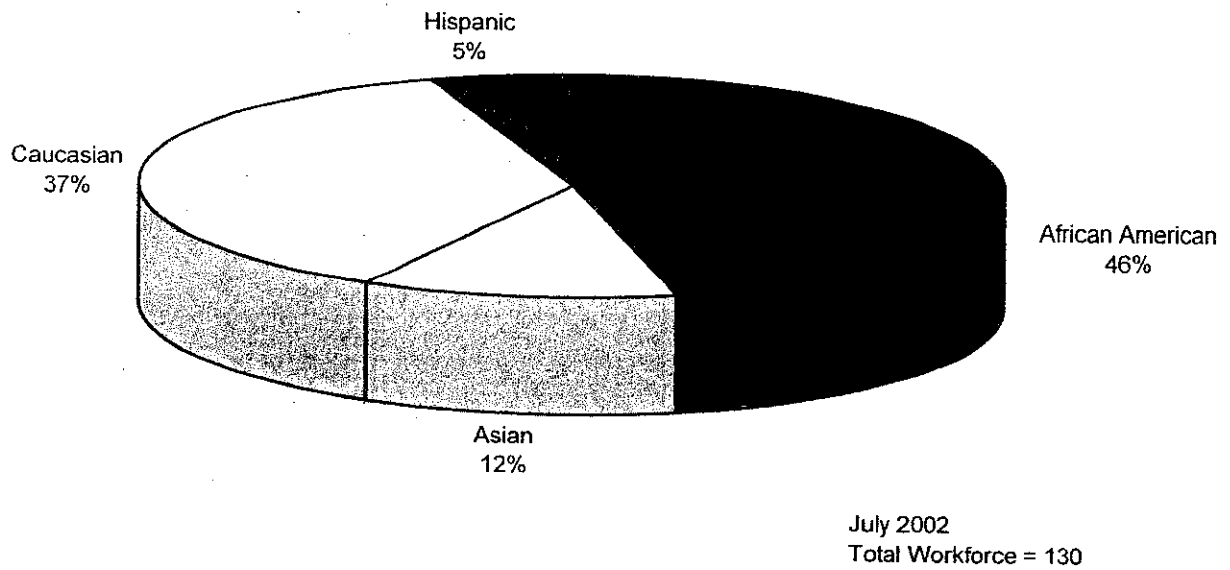
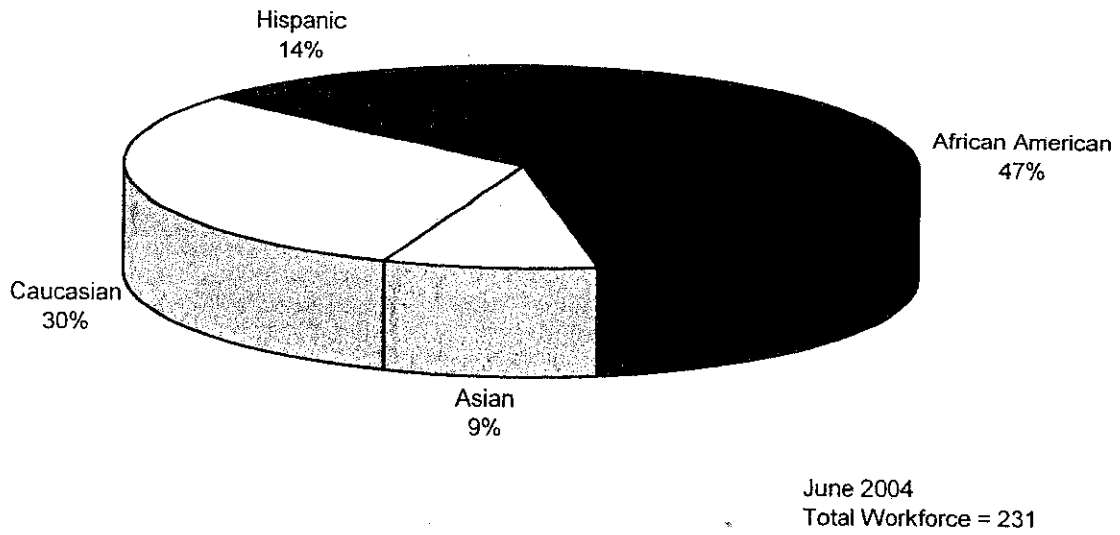
1. Are you familiar with your agency's EEO Policy? Please describe it.  
(8) Yes      (0) No
2. Are you familiar with your rights and responsibilities under your agency's EEOP? What are they?  
(8) Yes      (0) No
3. Do you have a copy of your agency's EEO Policies?  
(7) Yes      (1) No      (0) Do not know
4. Do you have a copy of your agency's discrimination complaint procedure?  
(7) Yes      (1) No      (0) Do not know
5. Have you ever reaffirmed or stated the agency's commitment to EEO during staff meetings?  
(4) Yes      (4) No
6. Do you inform employees (when necessary) that they have a right to file a discrimination complaint with the agency's EEO Officer?  
(6) Yes      (2) No
7. Have you received your agency's EEO and Sexual Harassment Policy Statements?  
(7) Yes      (1) No      (0) Do not remember
8. Are your EEO and sexual harassment policies available on your computer?  
(1) Yes      (0) No      (7) Do not know
9. If so, do you find accessing the polices difficult?  
(1) Yes      (0) No      (7) N/A
10. Have you received preventive sexual harassment training from your agency?  
(5) Yes      (3) No      (0) Do not remember
11. Did all the employees in your unit receive sexual harassment prevention training?  
(4) Yes      (1) No      (3) Do not know
12. If you have been employed for less than five years, did you receive a new employee orientation session?  
(2) Yes      (1) No      (5) greater than 5 years
13. Do you participate in new employee orientation sessions?  
(2) Yes      (6) No

DSBS SUPERVISOR RESULTS CONTINUED

14. (If yes to either) Do new employee orientation sessions include information on your agency's EEO policies?  
(3) Yes      (1) No      (2) No orientation      (2) Do not know
15. Are you involved in the interviewing process for new employees?  
(8) Yes      (0) No
16. If yes, did your agency provide you with training and a structured interview guide for interviewing new hires?  
(6) Yes      (2) No
17. Do you know who your agency's EEO Officer is? What is his/her name?  
(8) Yes      (0) No      \_\_\_\_\_
18. Has the EEO Officer met with you, either as an individual or in a group setting, to discuss your rights and responsibilities under the city's EEO policy?  
(5) Yes      (2) No      (1) Do not remember
19. Does your performance evaluation include a section where you are rated on your EEO performance?  
(3) Yes      (4) No      (1) No evaluation
20. Were you informed that EEO performance will be part of your overall performance evaluation and will be considered in determining your eligibility for promotions and merit increases?  
(1) Yes      (4) No      (3) N/A
21. Do you feel you have enough training to respond knowledgeably to an employee who complains about discrimination or harassment?  
(6) Yes      (2) No
22. Do you have any additional comments about EEO in your agency?  
(5) Yes      (3) No
- 
-

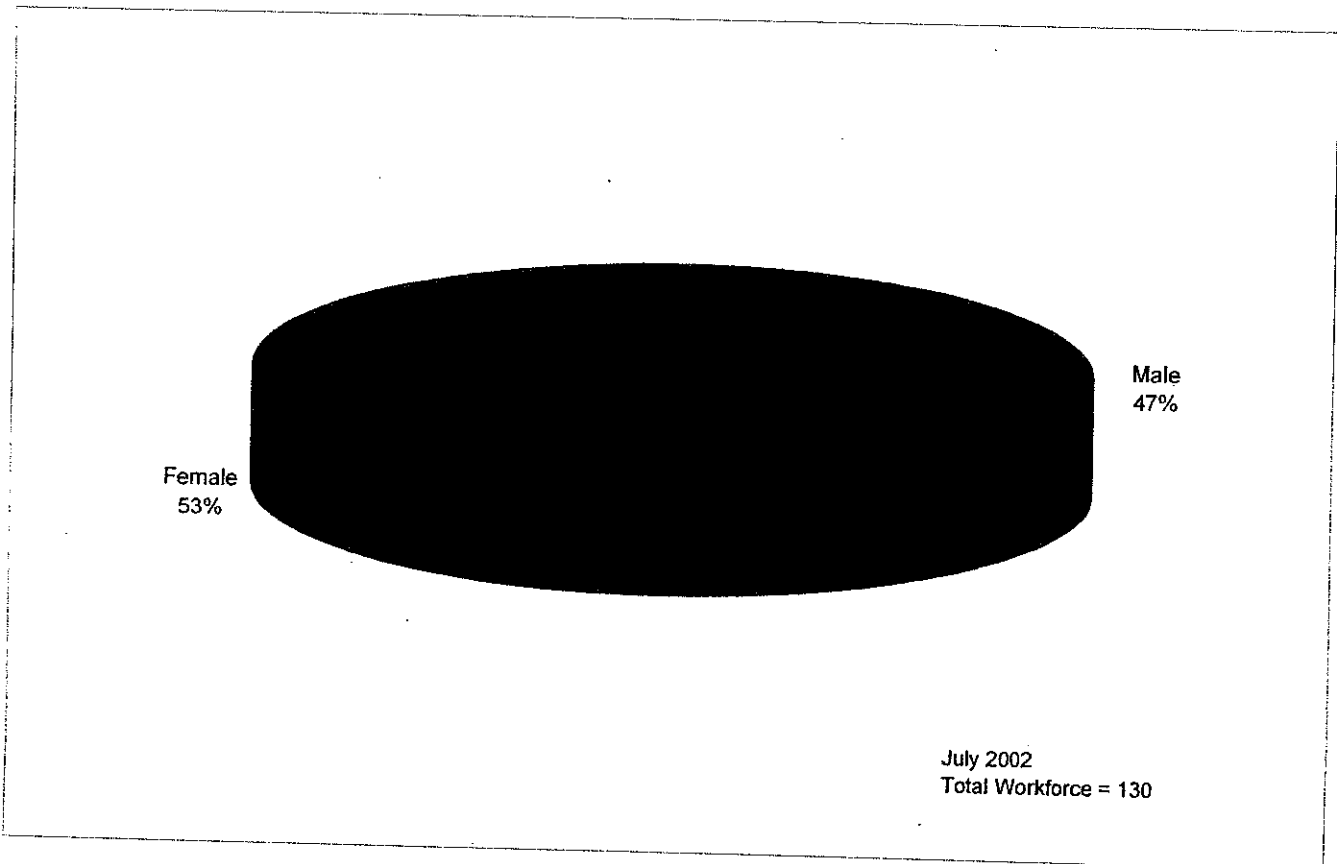
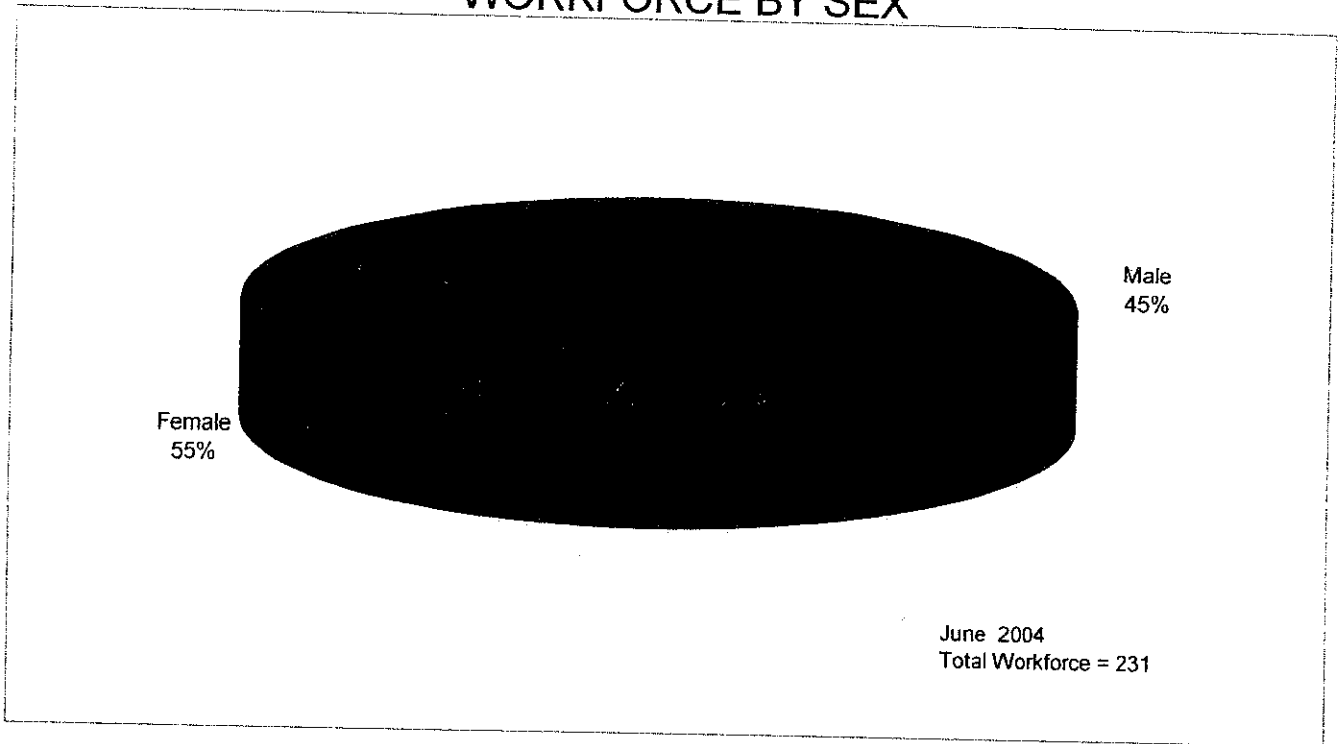
## APPENDIX - 2

### DEPARTMENT OF SMALL BUSINESS SERVICES WORKFORCE BY ETHNICITY



# APPENDIX - 3

## DEPARTMENT OF SMALL BUSINESS SERVICES WORKFORCE BY SEX



Source: DSBS

## APPENDIX – 4

The following table indicates personnel activity during the audit period, July 1, 2002 through June 30, 2004.

### Department of Small Business Services

#### Hires by Sex and Ethnicity

Total Hires: 57

Male	Female	Total	Caucasian	African American	Hispanic	Asian	Native American	Total
39	18	57	31	10	6	10	0	57

#### Promotions by Sex and Ethnicity

Total Promotions: 64

Male	Female	Total	Caucasian	African American	Hispanic	Asian	Native American	Total
32	32	64	17	33	5	9	0	64

Source: Audit data supplied by DSBS

## APPENDIX - 5

### DEPARTMENT OF SMALL BUSINESS SERVICES SURVEY RESULTS

#### A. GENERAL OVERVIEW

1. Do you know who your agency's EEO Officer is?  
Yes (52)      No (11)
2. Is your agency's EEO policy statement posted on the agency bulletin boards?  
Yes (47)      No (10)
3. Is your agency's Sexual Harrassment Policy Statement posted on the agency bulletin boards?  
Yes (40)      No (13)
4. Were you given the EEO Policy Statement?  
Yes (50)      No (3)      Do not remember (10)
5. Were you given the Sexual Harassment Policy Statement?  
Yes (42)      No (7)      Do not remember (13)
6. Do you have a copy of the Discrimination Complaint Procedures?  
Yes (34)      No (12)      Do not remember (16)
7. Do you agree with the principles of Affirmative Action?  
Yes (56)      No (5)
8. Do you know what the City's Equal Employment Opportunity Policy (EEOP) is?  
Yes (53)      No (10)
9. Do you know what your agency's EEO Plan is?  
Yes (22)      No (37)
10. Do you know how to obtain your agency's EEO Plan?  
Yes (42)      No (19)
11. Did your supervisor hold meetings with staff to discuss the staff's responsibilities under the EEO Policy?  
Yes (21)      No (31)      Do not remember (9)
12. When you started working at your agency, did you attend an orientation session?  
If no, skip to question #14.  
Yes (35)      No (22)      Do not remember (6)

13. If hired after 1996, did your orientation session include information on your rights and responsibilities under the EEO Policy?

Yes (24)      No (8)      Not Applicable (0)

**B. EEO COMPLAINTS**

14. Do you know how to file an EEO Complaint?

Yes (46)      No (17)

15. If you had a discrimination complaint, would you bring it to your agency's EEO Officer?

Yes (38)      No (11)      Undecided (12)

16. Did you ever file a discrimination complaint with the EEO Office?

(If No, please skip to question #20)

Yes (2)      No (61)

17. What was the basis of the complaint? \_\_\_\_\_

18. Were you satisfied with the manner in which your complaint was managed?

Yes (1)      No (2)

19. Was your manager or supervisor supportive of your right to file a complaint?

Yes (1)      No (1)      N/A (3)

**C. SEXUAL HARASSMENT**

20. Did you receive Sexual Harassment Prevention training?

(If No, please skip to question #22)

Yes (32)      No (29)

21. Did you find this training helpful?

Very (10)      Somewhat (16)  
Not really (0)      Waste of time (4)

22. Would you prefer to file a sexual harassment complaint with an office outside your agency instead of your agency's EEO office?

Yes (24)      No (30)

**D. JOB PERFORMANCE/ADVANCEMENT**

23. Do you see job postings on agency bulletin boards for vacant positions prior to the application deadline?

Yes (45)      No (9)      Do not remember (6)



DEPARTMENT OF SMALL BUSINESS SERVICES SURVEY RESULTS CONTINUED

24. If you were employed for over one year, have you received evaluations on an annual basis? If No, skip to question #27.

Yes (24)      No (33)      Not employed for over one year (1)

25. Does your evaluation contain recommendations for improving your job performance?

Yes (14)      No (13)

26. Does your evaluation contain recommendations for career advancement with your agency?

Yes (10)      No (17)

27. Do you know the name of the person in your agency who is responsible for providing career counseling?

Yes (22)      No (36)

28. Do you believe your agency practices equal employment opportunity?

Yes (24)      No (26)      Don't Know (9)

**AFFIRMATIVE ACTION FOR PERSONS WITH DISABILITIES**

29. Has your agency made facilities accessible for persons with disabilities?

Yes (47)      No (9)

**OPTIONAL**

30. What is your race/ethnicity? \_\_\_\_\_

31. What is your sex?

Male (3)      Female (2)

32. Did you ever ask for an accomodation for a physical or mental disability?

Yes (15)      No (3)

33. If so, did the agency accommodate you?

Yes (22)      No (29)

# APPENDIX - 6

## DEPARTMENT OF SMALL BUSINESS SERVICES CEEDS UNDERUTILIZATION CHART 2002-2004

		Quarter:							
		1Q/2003	2Q/2003	3Q/2003	4Q/2003	1Q/2004	2Q/2004	3Q/2004	4Q/2004
		(Jul-Sep)	(Oct-Dec)	(Jan-Mar)	(Apr-Jun)	(Jul-Sep)	(Oct-Dec)	(Jan-Mar)	(Apr-Jun)
Job Group	Protected Class								
012 Clerical sup.	Hisp.	N/A	N/A	N/A	X	X	X	X	X
031 Paraprof.	Female	N/A	N/A	N/A	X	X	X	X	X

X= Underutilization